## IBM Customer Reference

# *KEBA AG*

**Synopsis:**   *Leveraging IBM Rational ClearCase, IBM Rational ClearQuest and IBM Rational PurifyPlus for Windows, an industrial automation solutions provider reduces its production cycle while improving the quality of its products*

**Location:**          Linz

                       Austria

**Industry:**          Banking
                       Industrial Products

**Focus Area:**        Business Continuance, Product Lifecycle Management

**URL:**               http://www.keba.co.at

### Customer Background:

KEBA AG is a provider of economical automation solutions for financial institutions and original equipment manufacturers (OEMs) involved in machine and plant automation. More specifically, the organization develops and manufactures hardware and software for terminals and kiosks, which are used for a variety of purposes including banking, lottery, postal services, robotics, and more. KEBA's staff of 530 employees includes several specialists, who possess expertise in the areas of control, communication and manufacturing technologies.

### Business Need:

While developing a modular, component-based software development kit (SDK) for its industrial automation systems, KEBA realized that it needed a means to secure the efficiency and quality standards of its internal development efforts. The company's previous standards had not been too low, but KEBA feared that its existing processes would soon prove inefficient unless a change management solution was implemented. The company was particularly having difficulty tracking its parallel development efforts as well as the configuration support of its software, which was beginning to offer too many combinations to keep track of manually.

To rectify these problems, KEBA was specifically looking for a change management tool that would allow:

- Source code to be split into reusable components
- Parallel development of the same solution, customized to specifically meet each customer's needs
- Centralized change management, providing an enterprisewide view of all company projects for reporting and metrics
- Relationships between change requests and changes to the sources.

### Solution:

After evaluating several options, KEBA chose to implement a Unified Change Management solution using IBM Rational software. Leveraging the functionality of these new applications, KEBA can provide immediate access to its various solutions - which include various configurations, components and versions - for enhancements and bug repairs. The software that is being managed with this new solution is the KEBA software embedded in the company's hardware solutions, such as security systems or robotic control

solutions. KEBA also uses the Rational software to manage the changes to the SDK that it provides to its clients.

IBM Rational ClearCase was chosen to provide the centralized view for the Unified Change Management and KEBA's parallel development efforts. Rational ClearCase resides on an IBM eServer xSeries (formerly Netfinity) server running Microsoft Windows 2000 Server and integrated with the customer's Microsoft SQL Server 2000 environment.

Working in tandem with Rational ClearCase, IBM Rational ClearQuest is also used to provide KEBA's development staff with change and defect tracking for the various customized applications that KEBA provides to its customers. Using this software the developers are provided with an in depth product history, including change requests, defects, enhancements, issues and document changes. These changes, which are being tracked with the Rational software, are made in a Java-based environment, with the actual KEBA applications being developed with Microsoft Visual Studio (for the Visual basic and Visual C++ applications) and Microsoft Visual Studio.NET.

KEBA is also leveraging IBM Rational PurifyPlus for Windows to accelerate the production cycle for its software. Rational PurifyPlus is used by the customer's developers to perform various developer-created tests, including the creation of defects in the Rational ClearQuest environment.

### Benefits of the Solution:

With the integrated support from Rational ClearQuest - which operates as a repository for all of customer's change requests, software enhancements, bugs and planning instruments for future releases - KEBA can now access all of its software development information with little to no effort. By providing a plethora of development information in a single location, KEBA has been able to eliminate the large stores of time that were previously wasted searching through physical records. This has significantly shortened the company's production cycle as well as its response time to client requests. Rational ClearCase, coupled with the overall Unified Change Management solution, enables KEBA to provide its customer with access to any of its multiple configurations.

In greater detail, KEBA's faster release cycles, increased efficiency and improved product quality can be attributed to the following functions performed by the Rational software:

- Supported resource planning
- Centralized work order management
- Improved version management
- Improved quality assurance from test lists and transparent test runs
- Automated production of release notes
- Quickened implementation and recognition of error and enhancement requests from parallel development
- Expanded functionality, including the addition change requirement registration via the Internet.