

The Client

BOND is a leader in software and support for the global staffing industry, with headquarters in the United Kingdom and offices worldwide. Their core product Adapt is client-server contact management software that is fully integrated with the Internet and highly configurable to end-client specifications. This robust product enables recruitment and consulting companies to trace the entire recruitment cycle. A number of BOND's clients are Fortune Global 500 companies and global leaders in Human Resources industry.

The Industry

Human Resource Services

The Challenge

BOND needed its main database product to be adjusted and configured to the business needs and technical requirements of its client, the Third Party.

The Solution

BOND chose the Dedicated Development Center engagement model to offload the configuration work to its long-term offshore partner TEAM International (BOND also collaborates with TEAM in the areas software development and testing). During the initiation phase of the relationship TEAM sent its key resources over to BOND for knowledge transfer and requirements gathering. Working side by side with the customer's team has helped establish and improve communication between the teams. Today, 6 years into the relationship, we have regular exchange visits (every 3-4 weeks).

The Engagement Model

Dedicated Development Center

The Scope of the Project

- Configuration of Adapt database in compliance with the Third Party requirements
- Export of data for successful interaction with the Third Party application
- Creation of Jasper reports
- Transfer of data from the Third Party data warehousing system to BOND's database by using SQL and other importing tools
- Performance of QA and Testing

The Approach

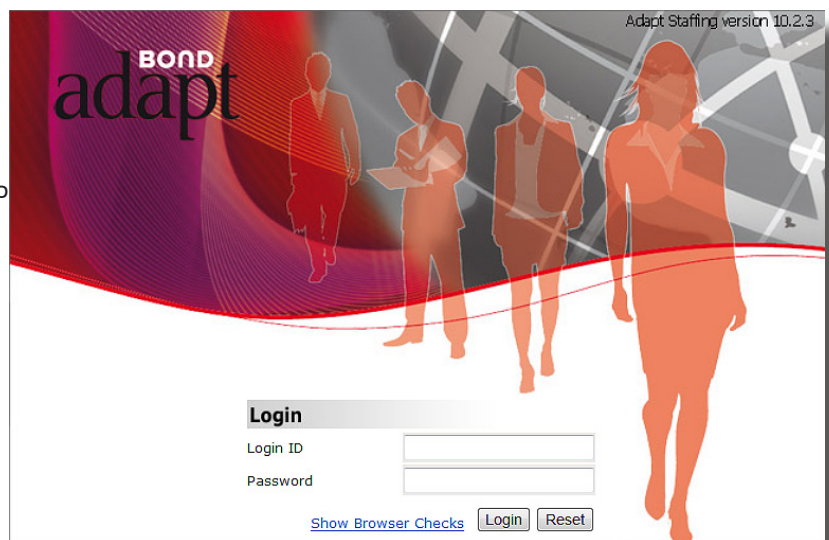
Preliminary negotiations decided to use test driven SDLC model for the engagement. TEAM was to prepare and keep up-to-date the following project documentation: specifications, test documentation, mapping document for data transfer, etc. TEAM was to follow Code Convention Standards document during configuration work. Iterative approach was also applied - each logical unit was to be tested and approved by the client upon completion.

Number of Resources

- PM 1
- CA Team Leads 3
- QA Team Leads 2
- BA 3
- CA 19
- QA 11
- Total 39 people

Technology Used

- Platform - JAVA
- SQL
- HTML
- CSS Files
- Browser Internet Explorer
- Jasper reports
- Mantis
- Unique tools designed specifically for ADAPT database



Dilemma and Creative Solution

Due to the extensive code it was difficult to promptly address Third Part frequent functionality change requests. TEAM configuration analysts had to investigate the code and analyze how the code change will impact the whole configuration process. TEAM solved the problem by preparing additional documentation on code optimization to facilitate change response efforts.

The Results

All the project milestones were planned and the deadlines were successfully met. TEAM International delivered a ready-to-use database product that enabled the Third Party to use BOND's database as its major data warehousing system. All data was successfully transferred from the Third Party's internal database to BOND's Adapt. BOND International and the Third Party continue to enjoy the benefits of low-cost and high quality services provided by TEAM International.