



## TEAM International Adjusts Data Warehousing to the Third Party's Configurations

### **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.

### **Resources**

- Project Manager
- CA Team Leads
- QA Team Leads
- Business Analysts
- Configuration Analysts
- QA

### **Technology**

- 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 BON D's database as its major data warehousing system. All data was successfully transferred from the



Third Party's internal database to BON D's Adapt. BOND International and the Third Party continue to enjoy the benefits of low-cost and high-quality services provided by TEAM International.



## TEAM International Provides Effective Outsourced Testing Services to a Major Client

### **The Client**

TEAM's Client is a leader in software and support for the global staffing industry, with headquarters in the United Kingdom and offices worldwide. Their core product is client server contact management software, fully integrated with the Internet, which is very robust and configurable to end client specifications. The product enables recruitment and consulting companies to trace the entire recruitment cycle, from sales call to placement. Team International has been a strategic outsourcing partner to The Client since 2006 in many areas of the software development life cycle including new development, maintenance, and product configuration.

### **The Industry**

Human Resource Services, Software Development - CRM

### **The Challenge**

The Client's leading software product is the benchmark recruitment software that is used by more than 90% of the world's leading recruitment agencies. The Client challenged Team International to assist in improving product quality, reduce time to market and have a positive impact on customer relations for the core database engine for their data warehousing system. The Client called on Team International to develop an alternative to its internal QA & Testing Function.

### **The Solution**

To address The Client's challenge, Team International assembled a group of our most experienced QA Project Managers and Engineers to craft a solution. To reduce internal costs, shorten time-to-market by eliminating the learning curve and avoiding keeping an in-house team of testers, The Client chose to offload its system testing to its long-term offshore outsourcing partner - TEAM International. The Client involved TEAM's QA engineers in the initial discussions of the project scope, required skills, working environment, knowledge transfer (business trips to UK) etc. TEAM's QA Project Manager, QA Team Lead and 1 tester moved to work in The Client's office for the purpose of knowledge transfer and planning of the most appropriate testing approaches.

### **The Engagement Model**

Offshore Development Center



### **The Scope of the Project**

TEAM was engaged with a testing project and an integral part of The Client's recruitment software development process. The objective is to provide testing services for The Clients' database product in the area of defects identification, verification and system testing.

Deliverables:

- Results of defects identification & verification
- Results of overview system testing
- Suggestions on quality improvement

TEAM researched, made recommendation and then led the effort of introducing an Automated Test program for the Client. We are now talking about extending this automation to their end-client systems.

### **The Approach**

The Client chose to use SCRUM methodology. Each SCRUM cycle lasts four weeks. The Client provides Team with a detailed scope of work. For each new Build within the cycle, acceptance testing is performed. Results from all the tests are stored in a bug tracking system called TTPro. Status reports are sent to The Client. Overview system testing is performed in parallel with defects verification.

### **Resources**

- Project Manager
- QA Team Lead
- Testers

### **Technology Used**

- Platform JAVA
- Environment MS Windows/ Linux, ORACLE/ MSSQL
- External Bug Tracking System TestTrack Pro (TTPro)
- Internal Bug Tracking System Mantis
- Browser Internet Explorer 6/7/8
- Workstations JRE 1 .5.0/1.6 .0 (latest update)
- Selenium in a Test-Driven Java Framework

### **Dilemma and Creative Solution**

Due to cyclical nature of the project and unpredictability of the number of bugs detected, it was hard for TEAM to provide the customer with a precise project estimate at the initial stage of



implementation. For this purpose, TEAM launched the design of its internal Size Model to count, map and estimate testers' efforts in as much precise way as possible.

### **The Results**

By outsourcing system testing project to TEAM International, The Client receives bug tracking reports and suggestions on improvement of application quality on a regular basis. Since the Client does not have to maintain its in-house testers' team, it fully enjoys the benefits of broader access to QA expertise and has an opportunity to focus on its core business objectives and strategies. Because of The Client's satisfaction, the engagement has expanded beyond the initial scope include extra tasks such as review and update of The Client's user manuals on new enhanced functionality of its data warehousing system.

The engagement contract between TEAM and The Client has been extended each year, which is indicative of The Client's satisfaction with TEAM's project and process management practices and deliverables.



## Offshore IT Development Services Help International Firm Address Business Challenges

### 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 had already successfully implemented outsourcing as a longterm business strategy. However, they were looking to expand this strategy to include risk mitigation (all eggs not in one basket), increased pool of resources, and further quality and cost improvements.

TEAM International's model, location, reputation and CM Mi Level 3 compliant processes are ideal to accomplish these additional initiatives.

### The Solution

BOND chose the Dedicated Development Center engagement model to offload the development work to its long-term offshore partner - TEAM International (BOND also collaborates with TEAM in the areas of configuration 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, over 7 years into the relationship, we have regular exchange visits (every 3-4 weeks).

### Engagement Model

Dedicated Development Center since January 2006 – present

### The Scope of the Project

TEAM International is providing a Java development team that works on upgrades, enhancements, new releases, and bug fixing.

### Technologies



- Java SE/EE, Hibernate, Swing, JavaScript
- Microsoft SQL Server
- Web services
- Oracle

### **Resources**

- Team Leaders
- JAVA Developers

### **Results**

Risk mitigation (all eggs not in one basket). Client is now using services from more than one provider, thus minimizing risk and dependency. The mix of on and offshore resources provides an element of control and facilitates communication. Increased pool of resources TEAM International has provided a rapidly scalable and flexible solution.

### **Quality and cost improvements**

Client continues to experience quality delivery and reduced cost versus in-house costs. TEAM International resources are highly educated and talented, and are able to gain a deep understanding of applications and processes in a short period of time. This allows for rapid scalability.

Delivery according to CM Mi Level 3 standards ensures quality, consistency, and repeatability.