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Case Study: Custom Application Development

XP Systems, a division of Fiserv and a leading provider of Credit Union core processing software faced the challenge of maintaining and expanding its market share. It needed to migrate from its existing client/server architecture developed using a mix of IBM Series 1 Assembly, C/C++, Visual Basic 4, and proprietary ISAM-based database to an open N-tiered architecture demanded by its current and prospective customers.

Prior attempts at rewriting their core processing system in-house had been unsuccessful and XP Systems was looking to partner with a firm that had a strong technical foundation and experienced project management team to help overcome previous challenges. XP System selected RK Consulting as its partner for this multi-year multi-million dollar effort.

RK Consulting was involved in all aspects of the migration:

- Program Management, including the definition of all major phases, scope management, status reporting, issues resolution, and resource management
- Implementation and execution of Scrum methodology
- Technology selection: Microsoft's .Net platform and IBM DB2 UDB relational database.
- Definition of the technical architecture, application architecture, and data architecture
- Reverse-engineering of existing functionality into detailed specifications which were then utilized to design and build the new system
- Development and test support
- Performance testing and tuning
- Change Management, Configuration Management, and Release Management.

Upon completion of the Program, over 90% of the existing 300 customers had implemented or were preparing to implement the new product, helping XP Systems maintain its customer base. In addition, XP Systems was able to attract and sign up multiple large new credit unions who were impressed by the features and capabilities of the new system.