CUSTOMER

Pitney Bowes
GROUP 1 SOFTWARE

INDUSTRY

Software Development

CHALLENGE

Group 1, a subsidiary of Pitney Bowes, needed to assure continued high levels of quality when it decided to "in-source" its mainframe software development and shift to building its integrated customer communication management suite in C.

SOLUTION

a Compuware
Abend-AID®

X Compuware
Xpediter®

RESULTS

- Identified application problems before shipping to production

- Conducted troubleshooting without having to re-create problems

- Consolidated to a single vendor thanks to product integration

Pitney Bowes Subsidiary "In-sources" Development while Maintaining Software Quality

Business Challenge

When Group 1 Software decided to move development for its mainframe-based software back in house, preserving software quality was a major factor in its decision. However, the company knew its analysis, testing and debugging tools were not up to the challenge of maintaining its commitment to quality.

Group 1 also faced a reality many other IT organizations struggle with: How do you continue to maintain long-standing products and systems when the experts who created them have moved on? "Always having a 'guru' in house who knows all the details about each application just doesn't happen anymore," notes Michael Landrum, lead system programmer at Group 1.

"You may become familiar with an application but then move to another project on another platform, and when you're brought back to perform analysis or testing again on the prior application, you have to go through a learning curve all over again—you forget how the application works. The costs of time and effort start going up real quickly."

As a wholly-owned subsidiary of Pitney Bowes, the world's leading provider of integrated mail and document management systems, Group 1's main product is an integrated customer communication management (CCM) suite. The software also helps to generate personalized business documents for physical and electronic delivery.

Solution

"We were moving to development in C, and the analysis and testing tool we had couldn't accommodate it," says Landrum. "We also found the tool was intrusive and cumbersome. In preparing a program for debugging, it would embed additional testing instructions into the load module. We could use it in the initial stages of development and troubleshooting, but when it came to shipping our product out, we had to recompile everything prior to doing the builds."

Even with all these factors to consider in the search for new tools, Group 1 made a relatively quick decision: Compuware Xpediter for interactive analysis and debugging, and Compuware Abend-AID for automated fault management.

Xpediter tools help developers quickly determine how application source code works and how to fix it when it doesn't. Xpediter assists in rapidly identifying multiple program problems, applying corrective solutions and testing fixes.

Abend-AID automatically collects and analyzes program and environmental failure information and presents IT professionals with easy-to-understand

Compuware®

diagnostics for faster recovery throughout the application lifecycle. Abend-AID bridges the gap between development and legacy system support requirements by providing IT staffs with precise, accurate data on faults automatically.

"Our developers are getting tremendous value out of Xpediter and Abend-AID. They work in multiple environments, and for those developers who aren't working on the same product every day, Abend-AID and Xpediter are a real boon. I recommend other IT shops buy Xpediter and Abend-AID, too—except for my competitors, of course!"

— Michael Landrum, Lead Systems Programmer
   Group 1 Software

Results

"Choosing Xpediter was a no-brainer," says Landrum. "When we realized we could use Xpediter analysis capabilities before we shipped our product, that became a big plus. We could track problems and troubleshoot application code without having to do another build of our products to try and simulate our customer's environment. It's now a step in our build process to ensure the code we're sending has been compiled with the Xpediter interface. Not having to go back and re-create a problem saves us a huge amount of time."

Abend-AID was a different kind of a decision—and a different kind of purchase—for Group 1. "Abend-AID was a little pricier than the tool we had," notes Landrum. "But once we saw how it made for a very seamless environment, it certainly made it much more advantageous for us to choose it. Plus, we're looking to become a one-vendor company. We don't want to deal with multiple vendors if we don't have to. We recognized Abend-AID as a superior product, and its integration with Xpediter and other Compuware products just made it better."

Ultimately, when faced with critical deadlines and customers who demand high-quality products, it is the value delivered that drove Group 1's decision. "Our developers are getting tremendous value out of Xpediter and Abend-AID," says Landrum. "They work in multiple environments, and for those developers who aren't working on the same product every day, Abend-AID and Xpediter are a real boon. Becoming more familiar with these products means you're more familiar with our own code. I'm personally quite happy with Compuware's products and I know our developers are as well. I recommend other IT shops buy Xpediter and Abend-AID, too—except for my competitors, of course!"

To learn more, please visit: **compuware.com.**

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Compuware empowers the world's largest companies to excel in the digital economy by fully leveraging their high-value mainframe investments. We do this by delivering highly innovative solutions that uniquely enable IT professionals with mainstream skills to manage mainframe applications, data and platform operations.

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