



REMAIN

Agilysys

Success Story

Agilysys Dramatically Increases Software Deployment Efficiency using Remain Software TD/OMS



KEY HIGHLIGHTS

Industry

Application Software & Services

The challenge

Improve software development and release cycle processes, efficiencies, and reliability.

The solution

Implement software change management solution TD/OMS by Remain Software

The Results

- Significantly increased team productivity
- Drastically reduced software deployment time by 99%
- Reduced software defects
- Simplified and standardized software development life cycle
- Seamless integration to LANSa development platform
- Incorporated Agile Continuous Delivery development
- Increased deployment reliability
- Finely tuned Software Change Management system supporting version, compliance and incident management

CUSTOMER PROFILE

Agilysys is a leading provider of innovative Information Technology solutions, developing and marketing proprietary enterprise software and services to the hospitality and retail industries. They provide the latest in technology to assist customers in resolving their most complicated needs.

The Company specializes in market-leading point-of-sale, property management, inventory and procurement, and mobile and wireless solutions that are designed to streamline operations, improve efficiency and enhance the consumer's experience.

Agilysys serves casinos, resorts, hotels, foodservice venues, stadiums, cruise lines, grocery stores, convenience stores, general and specialty retail businesses and partners.

An early leader in the electronics industry, Agilysys traces its roots to two companies – Standard Radio and Pioneer. While originally focused on electronic components distribution, the company grew to become a leading distributor in both electronic components and enterprise computer systems products and solutions.

The company previously known as Pioneer-Standard Electronics, was renamed Agilysys, Inc. The name "Agilysys" is derived from the words "agile" (able to move and adapt quickly in a fast-paced, dynamic environment) and "systems" (for technology systems, the core of their business). The defining characteristic of the company is the ability to move quickly and responsively.

Headquartered in Cleveland, Ohio, Agilysys operates extensively throughout North America, with additional sales and support offices in the United Kingdom, Singapore and Hong Kong.

“Their (Remain Software) knowledge and support was above and beyond what I expected. As a development director, I am very happy with their ongoing support, which is very important to us, because it tells us that they are committed to their product – and committed to their customers.”

Nirav Patel
Director Software Development, Agilysys

THE CHALLENGE

One common denominator in successful software development projects is that they, without exception, utilize a software change management (SCM) system.

An effective SCM system can substantially improve software development, testing, and deployment efficiencies, streamline processes, reduce software defects, and ultimately enhance customer satisfaction.

Agilysys knew that as their business continued to grow, in order to maintain their high standards of quality, while at the same time staying ahead of their customer needs, they would need to find and implement a change management solution that more closely met their requirements.

Nirav Patel, Director of Software Development for Agilysys Hospitality Solutions Division, explained that his team builds new features into their software products, and deploy changes out to their customers on an on-going basis.

But there were multiple problems in their existing change management environment:

- LANSA development was not supported

- Agile development methodology processes were not supported
- Concerns regarding stability of deployment from one environment to another
- Manpower required to maintain the development cycle and deploy releases to the customer was excessive

The current system was so inefficient, that it took the Agilysys deployment engineer eight to ten hours to deploy a total of 12 software changes from one environment to the next. At that rate, it was difficult for the engineer to keep up with the volume of changes, not to mention the pressures of a mounting work load.

THE SOLUTION

Agilysys knew that the right SCM system, properly implemented and used, would make the entire software build, test and release process faster, easier, more reliable and ultimately more successful. So they began reviewing their options, and compared multiple change management systems on the market.

Nirav noted they were very precise in identifying their needs. However, finding a solution to meet those needs proved to be a challenge in itself. Cost of a new solution was not a key factor in their quest to find the right

system to support their complex environment.

And although they were anxious to get a new SCM system implemented, Nirav shared his concern regarding:

- Potential disruption of the implementation process – they could not afford downtime to their development cycle
- Learning curve his staff would face in using a new system
- Possibility that the SCM may not perform the way presented by the vendor

In their fast-paced, complex environment, these concerns were of critical importance.

Since Agilysys is utilizing the LANSAs software development platform for the IBM System i and Windows, they reached out to LANSAs for some possible recommendations. In turn, LANSAs recommended they review the SCM system by Remain Software called *TD/OMS*.

Through subsequent demos conducted by Remain Software for Agilysys, coupled with a very knowledgeable, receptive, and flexible Remain team, Agilysys became convinced that the Remain Software *TD/OMS* solution could help them create the solid foundation they desperately needed for their SCM process.

The *TD/OMS* solution was selected by Agilysys, and an implementation project plan created.

“TD/OMS helps IT organizations to streamline the change process for every type of application, no matter how complex the environment is.”

Danny Hellemons, LANSA Europe

Remain Software delivered on-site consulting, project management, customized training, implementation support and follow-up for the Agilysys group. The implementation process went as planned.

“They were extremely helpful and knowledgeable about their product” stated Nirav.

As with any high volume, complex software development and release environment, Agilysys had a few unique requirements that the *TD/OMS* product did not initially cover “out of the box”.

However, with the knowledgeable Remain Software implementation consultant on-site, and the *TD/OMS* software development team on standby – ready to provide enhanced customizations specifically for Agilysys’ needs – they were able to quickly and accurately provide the needed Application Programming Interfaces (API’s) to fulfill Agilysys’ requirements.

“Remain Software was very flexible, and we were extremely happy with their support.”

Nirav Patel, Director Software Development, Agilysys

THE RESULTS

“The *TD/OMS* SCM system has exceeded my expectations” stated Nirav.

On top of providing an effective and efficient SCM environment, the *TD/OMS* solution is providing Agilysys with:

- Seamless integration to their LANSA development platform
- Stable deployment from each environment within their development cycle
- True Agile software development methodology *including* continuous delivery through the product

Continuous integration and delivery is one of the foundational aspects of Agile software development methodologies, and fully automates a reproducible build, including testing, that runs many times a day. This allows individual developers to integrate daily, thus reducing integration problems and identifying and resolving problems more quickly.

And another crucial benefit to using *TD/OMS* is that the Agilysys software deployment processing time has been *dramatically reduced*.

- Deployment of 12 software changes, previously taking *8-10 hours* now takes *3-5 minutes*
- Realized *99% reduction* in deployment time

Nirav light-heartedly stated that now his developers can’t provide his deployment engineer with changes

fast enough! And because of this, his deployment engineer is much happier too.

CONCLUSION

Nirav is very happy with the Remain Software *TD/OMS* implementation.

He explained the Remain Software knowledge and support was above and beyond his expectations, and he is thrilled with the results of the *TD/OMS* system.

“I would definitely recommend TD/OMS to LANSA development companies”

Nirav Patel, Director Software Development, Agilysys

About Remain Software

Remain Software delivers innovative solutions for software lifecycle support. We are an agile customer focused organization delivering SCM solutions for the IBM Power Systems, Windows, Unix and Linux environments, with interfaces to all major programming languages.

Headquarters:

Remain B.V.
The Netherlands
Tel: (+31)30-600 5010
info@remainsoftware.com
www.remainsoftware.com

North America:

Solutions First LLC
United States of America
Joan McKittrick
Tel: +1 949 425-1616
joan.mckittrick@solutionsfirstllc.com
www.solutionsfirstllc.com