



Total Software Management System

Industry Leader Improves Profitability While Strengthening Customer Relationships With More Control And Efficiency.

Electronics for Imaging

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Rob Wassell
Director of Technology for Hagen OA

Electronics for Imaging - Customer Success Story

Background

EFI is a silicon-valley based company. EFI Hagen OA is their management solution developed in Eden Prairie, Minnesota. EFI Hagen has been leading the way in the printing and graphic arts industry for over 30 years with advanced information technology solutions for printers including estimating, scheduling, job tracking and accounting systems, as well as an unmatched level of client support. EFI Hagen clients include prepress, press and finishing shops exclusive to the graphics arts industry, using sheet-fed, web, flat-screen, and flexographic printers. A diverse set of customers with demanding software and support requirements can be challenging to even the largest of solution providers. EFI Hagen's long history of delivering innovative software solutions and outstanding customer support has helped them to grow while maintaining a competitive advantage. EFI Hagen's solutions consist of two powerful products that provide management tools to graphic arts companies ranging from 10 to 10,000+ employees. EFI Hagen's foundation product, the Printer's Management System, is a UNIX-based turnkey solution installed in over 600 companies throughout the United States and Canada. EFI Hagen OA, introduced in 1997, combines a powerful management system with an advanced application development toolkit.

The Challenge

EFI Hagen began using Progress Software in the early 90's for custom add-ons to their Printer's Management System. Since that time, they have grown both in product lines and in the number of customers they serve. While maintaining their position in the fast growing printing industry, manpower and the ability to support the growing list of "mega" customers with custom development needs had become a challenge. These larger customers, with massive legacy systems and the need to support those systems required an "open architecture" in their management solutions. EFI Hagen developed and launched Hagen OA for these technology-driven customers, combining a powerful management system with an advanced application development toolkit. While this solution delivered the functionality their customers were looking for, the development team began the formidable task of delivering the support required for these systems. The development team, assisted by Rob Wassell, Director of Technology for Hagen OA, is made up of over twenty-five people; including designers, coding and testing/quality control experts. Utilizing a Progress Relational Database System and development toolkit, the team has the flexibility to operate under various network and database structures.



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Maintaining over 250 client systems put a strain on the team's available development resources. The necessary increase in administration required was becoming unmanageable with the current development system. The effects were costly in time spent managing the development life cycle and controlling the release cycle.

The Roundtable Solution ...

Rob Wassell

"In addressing the challenges we faced, we sought to reduce the administration required and maintain improved control over our development life cycle from the early stages of development through testing and finally, deployment. Roundtable's seamless integration with Progress made it an easy choice in our evaluation of the available technology.

Roundtable is a comprehensive repository-based Total Software Management System (TSMS) designed for and implemented in the Progress 4GL. Implementing Roundtable offered us the ability to roll back the development process if needed, and provided us the ability to accurately review the "fixes" at any given time, insuring the quality of a new release and increasing the reliability of a product before its release into the marketplace. Hampering our development process were unnecessary "re-development" efforts. This occurred when producing "fixes" to older versions of the Hagen OA software as well as to the most recent shipping version, and when multiple programmers worked on the same source code. With Roundtable, programmers working on one file maintain ownership over that file until it is "checked back in" for use by the next programmer. The Visual

Difference utility available with Roundtable, is the best this team has seen. Roundtable's ability to work with enhanced objects contained in multiple work spaces and resolve orphan conditions has been invaluable and easily demonstrates the value of the product to our team by resolving these "re-development" issues. Many of our customers have utilized the benefits and functionality of Roundtable. Some were at a point in their development efforts that they embraced the control the product provided, and yet others had to experience first hand the increased productivity and ease of development before supporting the tool. Now, with over a year since their Roundtable implementation, they wouldn't want to develop their software without the benefits and features Roundtable delivers.

Benefits of Roundtable

Introducing Roundtable into the development process gave us more control, provided a clear process for our administration and improved the flow of the development cycle. Roundtable effectively improved the profitability of our organization by reducing the costs associated with the software development life cycle. This was accomplished by addressing and improving specific components of the development cycle.

- Increasing productivity and extending development resources
- Shortening the development cycle from design to delivery
- Improving the level of accuracy in the estimating process
- Simplifying and therefore enabling easy access to the system configuration information needed in the development process.

Roundtable's continued development,

incorporating our web-enabled systems utilizing WebSpeed means we are able to apply these same benefits across the board.

The development process and resources in place before Roundtable would not be able to support the level of administration or complexity that is required and achieved today with our customers. And all this was accomplished without increasing the number of programmers. With Roundtable we added much needed control and automated much of the administration, thereby freeing up valuable developer time, while improving the quality and speed at which we were able to post a new release.

Roundtable continues to be an integral part of our OA solution. The continued development and extensibility of the product, i.e. the newly added WebSpeed Support and AppServer support is exactly what we need as our company continues to embrace the new technology available to our customers and our competitors. As we move forward in our development efforts, Roundtable will be a core part of our development effort.

We knew we had an incredible solution to offer when we were able to move our own customers to Roundtable. These customers now enjoy many of the same benefits we do; they have more control over their solution and by taking on some of the administration, their own sites are more efficient and responsive to customers needs. We take advantage of an excellent feature called "partner site deployments" to send updates to these customers. The client can easily ascertain all additions, changes, and deletions between releases and why they were made. This allows them to



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effectively plan implementation of new version without putting an additional burden on our resources. Furthermore, the client's customizations are not overwritten with the update, reducing any rework they may have.

Return on Investment

Roundtable 's functionality, designed to increase productivity and yet continue to improve the software development quality contributed to our company's rate of growth. Delivering accurate and prompt software updates to our customers not only delivers on our promise of innovation software solutions, but results in satisfied, and loyal customers

The Bottom Line

Roundtable has given our team a competitive edge. Extending our development resources with the use of Roundtable has meant we can support our customers more effectively, efficiently, and deliver updates to our customers with greater frequency.



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