



MICROS SYSTEMS SEES MACRO QUALITY IMPROVEMENT WITH SERENA



MICROS Systems Inc
Columbia, Maryland
www.micros.com

INDUSTRY

Software/Technology for Hospitality and Retail

PRODUCT

Serena® Mashup Composer™, Serena® PVCS® Version Manager™

APPLICATION

IT process management

“With Serena Business Mashups, we’ve seen an 85 percent reduction in critical defects, amounting to \$4 million in annual cost savings.”

— Jos Schaap, vice president of hotel product development, MICROS Systems

MICROS Systems (MICROS) provides enterprise software applications for the hospitality and retail industries. The fast-growing company has over 220,000 software installations in restaurants, hotels, casinos, and leisure properties in over 130 countries. When MICROS noticed an increase in challenges customers were facing related to software quality, the company took a close look at its application development process. The recommendations that resulted were two-fold: the company needed to change and improve its development process, and also needed a way to capture metrics related to project delivery timelines, costs, defect ratios, and other data. In Serena Mashup Composer, MICROS found an advanced workflow-based solution to standardize, track, automate, and enforce a new and improved development process. With expert guidance from Serena Professional Services, MICROS enjoyed a smooth implementation and is reaping benefits. With Business Mashups, the company has seen an 85 percent decrease in critical defects, amounting to \$4 million in annual cost savings. With substantially fewer software defects, customer satisfaction is on the rise at MICROS.

CHALLENGE

- Software quality challenges diminish customer satisfaction
- Lack of standardized, enforceable development processes
- Inability to measure development process impairs decision-making
- Inability to provide accurate software delivery time estimates

SOLUTION

- Serena Mashup Composer selected for its highly flexible workflow-based solution
- Serena Professional Services delivers exceptional technical expertise for a smooth implementation

RESULTS

- \$4 million annual cost savings due to 85 percent reduction in critical defects
 - Significantly improved software quality and customer satisfaction
 - \$60,000 in human capital savings via integration with customer support application
 - Comprehensive reporting and metrics for improved estimating and planning
 - Ability to accurately forecast project timelines
-

“Serena Professional Services provided excellent guidance and expertise throughout our implementation.”

— Jos Schaap, vice president of hotel product development, MICROS Systems

CHALLENGE

When MICROS noticed an increase in challenges customers were facing related to software quality, the company took a close look at its application development process. “We created an internal task force to review our development process, and also hired external consultants to provide recommendations,” says Jos Schaap, vice president of hotel product development, MICROS Systems. The recommendations that came back were two-fold: the company needed to change and improve its development process, and also needed a way to capture metrics related to project delivery timelines, costs, defect ratios, and other data. “We had no way of evaluating or measuring the effectiveness of our application development process,” says Schaap. The task force came up with an improved development process with new checks and balances, but Schaap realized it would be too costly to manage and enforce manually. Schaap was determined to improve software quality but needed a system that could enforce new development processes while providing metrics and reporting to gauge progress.

SOLUTION

With Serena Business Mashups, MICROS found an advanced workflow-based solution to standardize, track, automate, and enforce a new and improved development process. After closely evaluating products from Serena, IBM, and Microsoft, the company selected Mashup Composer for its highly flexible, advanced capabilities for IT process management. Already a user of Serena PVCS Version Manager for version control, MICROS found that Mashup Composer could easily integrate with PVCS Version Manager for streamlined workflow and issue management.

“Serena Professional Services provided excellent guidance throughout our implementation,” says Schaap. “They were very knowledgeable, flexible, and aware of our specific business requirements. They provided the technical expertise we needed to be successful.” Serena services helped configure workflow upfront, installed the software, lead the migration, and provided invaluable training for a smooth implementation.

RESULTS

Business Mashups have enabled a rapid increase in product quality while significantly reducing costs. “With Business Mashups, we have seen an 85 percent reduction in critical defects, amounting to \$4 million in annual cost savings related to reduced customer troubleshooting as well as time and resources spent developing new releases and service packs,” says Schaap. Business Mashups have brought about a dramatic improvement in software quality by automating enforceable, repeatable processes for developers. “It ensures developers are going through the necessary checks and balances,” he adds.

Business Mashups have provided another missing link: data, metrics, and reporting for improved decision-making. Schaap can now report on history of actual work, when projects are completed, and by whom. He can measure defect ratios and on-time application deliveries, for example, and send reports to the MICROS regional distribution network and executive management team, proving to the company that he is getting a handle on quality. The sales department can also use these measurable results in the sales process to lure new business prospects. “I send Business Mashup reports to our management team every month, and every month we are able to show a decrease in the number of defects,” he says.

Business Mashups have also helped Schaap and his eight development teams improve in planning and estimating. “We now can predict how long various projects take, and provide accurate estimates around software delivery timeframes,” says Schaap. With historical information, Schaap can schedule the right people to the right projects at the right time. Other statistics such as percentage of on time, early or late deliveries have enabled Schaap to benchmark and set new goals for improving upon those figures and measuring progress. “We are using the data to work towards a more lean development organization,” says Schaap. The company has also saved \$60,000—the cost of one employee—since Mashup Composer integrates with the company’s customer service application, eliminating duplicative data entry. The integration has also led to improved customer service, as customer change requests are updated instantly within the customer-facing application.

With Serena Business Mashups and Schaap’s astute leadership of the application development team, MICROS is delivering high quality applications to its customers, improving customer satisfaction and enhancing its image in the marketplace. Looking ahead, MICROS hopes to build on its initial success with further improvements in product quality and on-time delivery ratios.

ABOUT SERENA

Serena Software, Inc. is the leading global independent software company focused on Business Mashups and Application Lifecycle Management (ALM). More than 15,000 organizations around the world, including 96 of the Fortune 100, rely on Serena solutions to automate the application development process and effectively manage their IT portfolio. Serena is headquartered in San Mateo, California, and has offices throughout the U.S., Europe, and Asia Pacific. For more information on Serena solutions and services, visit www.serena.com.

CONTACT

Learn more about the enterprise-wide power of Serena solutions by visiting www.serena.com or contacting one of our sales representatives in your area.

Serena Worldwide Headquarters

Serena Software, Inc.
Corporate Offices
2755 Campus Drive
Third Floor
San Mateo, California 94403-2538
United States

800.457.3736 T
650.522.6699 F
info@serena.com

Serena European Headquarters

Serena Software Europe Ltd.
Abbey View Everard Close
St. Albans
Hertfordshire AL1 2PS
United Kingdom

+44 (0)800.328.0243 T
+44 (0)1727.869.804 F
ukinfo@serena.com

Serena Asia Pacific Headquarters

360 Orchard Road
#12-10
International Building
Singapore 238869

+65 6834.9880 T
+65 6836.3119 F
apinfo@serena.com

