Geneva Watch Group

Cuts Cost and Improves Delivery With "IT-as-a-Service" Development Solution for JDE EnterpriseOne

ITaaS Approach to JDE EnterpriseOne Development

GENEVA WATCH GROUP IS A GLOBAL LEADER IN THE DESIGN, MANUFACTURING AND DISTRIBUTION OF BOTH DIGITAL AND ANALOG TIME PIECES.

Once a contractor was up to speed on our system and requirements, they were never available the next time. The development team at Allari shared their knowledge of our needs which made it possible to build upon the next time we called.

Executive Summary

Changes in the business meant Geneva Watch Group (GWG) had ongoing development demands for both project and production support within their JDE EnterpriseOne 9.1 system. These needs could arise at any moment, but the total demand did not justify a full time resource.

Allari's IT-as-a-Service (ITaaS) development solution for JD Edwards EnterpriseOne met their project and day to day needs. This approach gave GWG access to the specialized talent required and was more efficient than hiring a full time equivalent (FTE) or using traditional contractors, from both cost and delivery perspective.

The Challenge

Following changes to their infrastructure and shifting requirements from their customers, GWG needed to make updates to their EnterpriseOne Distribution and Financial modules to keep them aligned with current business processes. While their development needs for projects could be intense for several weeks, demands would recede after final delivery.

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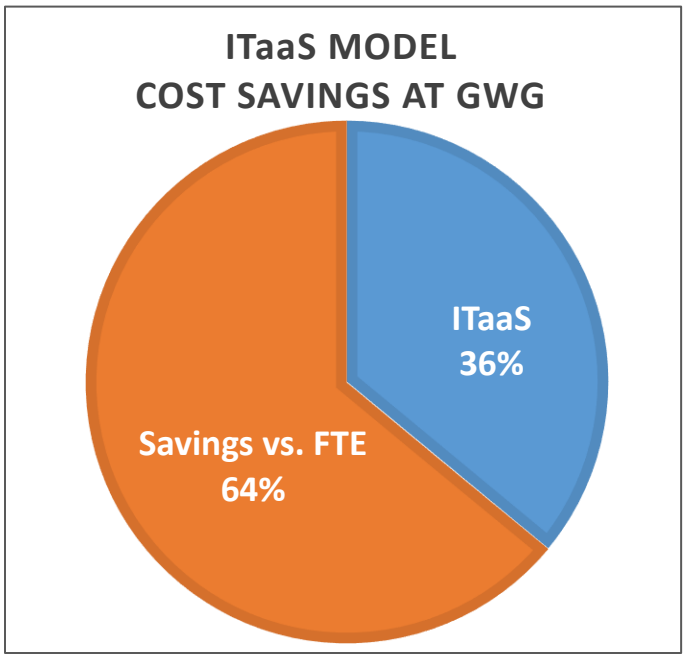
Production issues, on the other hand, could arise at any time, often requiring development skills, sometimes on a critical basis.

However, even with these needs, hiring a FTE was overkill. Additionally, while using temporary contractors had worked for specific projects, once an urgent need came up or a new project was started, previous contractors were unavailable. Continuous recruiting efforts and the onboarding of new contractors proved time-consuming and costly.

The Solution

GWG selected Allari's ITaaS consumption-based solution to provide development when needed for projects and production support eliminating the need to recruit continuously for contractors or hire an FTE when demand was far lower than 40 hours per week.

An Allari Support Manager and 3 Senior JDE Developers were assigned to the GWG team. Following the collective one-time onboarding of the Developers, GWG could initiate a development service request when needed. GWG started the process by emailing specific requirements to Allari's online helpdesk. Allari's Support Manager reviews the specifications and assigns a Developer to begin resolution of the issue immediately or provide an estimate as requested based on predefined cost/time thresholds.



GWG only pays for development effort when demanded, with all time and effort transparently reflected through the online helpdesk. GWG does not pay for downtime or stops due to testing, user approvals or any other project stoppage. **These stoppages can average from 25% to 50 % of an on staff or contracted developer's time.**

The Results

GWG's development needs in the first two months required 110 hours of pure development time (designing, coding & collaboration). The cost of using the ITaaS solution to complete this work was 64% lower than using a FTE.

While one Allari developer was completing an 80-hour project, a second team member was able to complete 30 hours of production support development— this parallel development was not possible with a single FTE or contractor.

For GWG, gaining access to specialized development talent via an on-demand ITaaS model has proven more cost-effective by allowing them to only pay for *development* time rather than *developer* time. Also, Allari's team approach has reduced delivery times by eliminating queues created while waiting on a single FTE or contractor to become available.

Having a Developer on standby has allowed us to keep needed updates flowing. And, since its on-demand, we only pay for what we actually use.

Allari
Providing IT as a Service

- SOFTWARE DEVELOPMENT SERVICES
- JD EDWARDS ADMINISTRATIVE SUPPORT
- APPLICATION SUPPORT & CONFIGURATION
- BUSINESS INTELLIGENCE/ANALYTICS