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Success Story

## Globally Recognized Graduate School of Business

In any college or university setting, managing and maintaining an institution's academic and administrative application portfolio can be a challenge and tax the school's internal IT staff, potentially creating a logjam of duplicated or inaccurate data that is critical to day-to-day operations. But at this highly respected business school – regarded as one of the global leaders in management education – showing leadership in application development technology became a high priority for the school in order to streamline school processes, and allocate IT resources to other important university initiatives.

Ciber has a long standing IT partnership with this client, spanning nearly nine years, and has an in-depth knowledge of its IT landscape. Together with Ciber, the school evaluated its portfolio of applications in order to identify and remove redundancy, and move applications to the cloud. They identified the Force.com solution as the cloud platform that most closely matched their requirements.

### Efficient processes with best practices needed

Typical of mature IT organizations, the business school evaluated their application portfolio and identified areas of data duplication, excess management and personnel costs associated with their legacy applications built over the last 20 years. Many organizations that have similar challenges as this university also find that their IT department focuses much of

its time and energy on maintenance, software and hardware upgrades and system troubleshooting, rather than other important initiatives.

Ensuring efficacy of the processes it uses to evaluate applications, and incorporating industry best practices was important to the overall success. Additionally, the business school wanted IT spending its time and resources on business initiatives outside of routine application maintenance and software updating issues.

### Force.com selected as cloud-based platform

After a careful analysis, salesforce.com's (SFDC) Force.com platform was identified as the most viable option for migrating key applications to a cloud-based platform. Out-

of-the-box components provided immediate benefits to the business school's application development process, including auto-generated user interfaces, comprehensive reporting capabilities, workflow and approvals, and mobile optimization, to name a few.

Ciber partnered with the school to co-develop the logic that outlined which applications should be retired, refactored (both business and technology), rehosted or retained. Ciber acted as the client's sole partner for the migration of the identified applications onto the Force.com platform. Apart from end-to-end development on the Force.com Platform, Ciber also set up integration points with the on-premise database. Tools like Informatica and Apatar were used to migrate and synchronize the data.

Ciber adopted a Scrum-based distributed agile methodology utilizing offshore development while a client-appointed product owner represented the business.

Some of the best practices include:

*Jira studio* - Used for communication and tracking of stories within the distributed agile approach. A two-week sprint included the planning of the subsequent sprint, ensuring no idle time for the offshore team.

*Wireframes or drawings* - Created for the screens and shared with business before the development started; demonstrations given as components were complete, which enabled early business involvement.

*Third-party tools like Quickbuild* - Used for quick, automated deployments.

*Testing* - Distributed uniformly across the sprint duration.

## Immediate ROI plus cost savings

SFDC's Force.com platform is reaping immediate ROI for the school, reducing maintenance and upgrade costs dramatically by migrating routine application management services to a more sophisticated Force.com environment. With an easy-to-use and intuitive user interface, the time required to make changes in individual applications is minimized by as much as 60 percent.

Leveraging off-the-shelf application development features of Force.com help to maximize application development efficiency and shorten development cycles. This significantly reduced the development time for even complex applications.

Other benefits include:

- Increased speed of changes in SFDC's Force.com environment.
- Reduced total cost of ownership of applications because hardware costs are eliminated.
- Eliminated hardware support license expiration.
- Eliminated CapEx by transitioning to OpEx cost model.

Implementing salesforce.com alongside its application development platform, Force.com, significantly simplified and expedited the development effort compared to the legacy application development process. As an example, one of the Java applications, which originally required a 10-member team and 16 months to engineer, was re-engineered and delivered in just four months with a five-member team using the Force.com platform.

## Platinum partnership: Ciber and salesforce.com

Ciber's solid relationship with this school, coupled with their familiarity with their systems, provided a strong client-focused foundation to help drive the needed results that the university was seeking. Ciber's recently established Platinum Partnership with SFDC extends the commitment to resources and technology that the school can utilize as it completes its migration process, and begins developing applications in a more efficient Force.com cloud platform.

## About Ciber

Ciber is a global IT consulting company with approximately 6,000 employees in North America, Europe and Asia/Pacific. Ciber partners with organizations to develop technology strategies and solutions that deliver tangible business value. Founded in 1974, the company trades on the New York Stock Exchange (CBR). For more information, visit [www.Ciber.com](http://www.Ciber.com).