

Application Maintenance with IB-ARM



IB-Mass-Change is a specialized maintenance service offered by Information Balance to help clients extend their information systems' ability to handle the endless variety of new business realities, such as regulatory changes, platform upgrades or increased data volumes.

This service has been specifically designed to address those situations and provide an end-to-end solution, from initial planning, through code update and data conversion to final production implementation.

The IB-Mass-Change service provides an integrated solution to the myriad issues and tasks that must be planned, scheduled, executed and controlled whenever a significant business or technical environment change occurs. Through the use of this service, project efficiencies can be obtained, project management can be improved and organization risk can be reduced.

Automate Mass Changes across platforms, with IB-ARM Technology

Over the past decade, Information Balance has developed technology that allows the fast and efficient analysis and change of application systems, regardless of platform. The technology of IB-ARM implements the Application Relationship Management (ARM) concepts and provides a clear view of all applications within an organization's IT environment. This view (the "Roadmap") can be shown at a high level or expanded to the most detailed level.

More specifically, the technology can be used to correctly and quickly pinpoint areas where changes are needed to accommodate the business requirement at hand. Instead of multiple project teams analyzing different systems (mostly manually), IB-ARM can present a clear inventory of all changes necessary, within a fraction of the time that would otherwise be required.

Instead of investing in many, disconnected tools for various platforms (incurring license, maintenance and training costs) and then attempting to integrate the results from those tools manually, our clients can utilize a single repository of all system (and business) components and perform the most complex analysis in a unified environment. By managing information resources in a holistic manner, IB-ARM provides this integrated analysis environment, with virtually no client effort and at a fraction of the costs associated with using a set of stand-alone tools.

The IB-Mass-Change service offers our clients the following benefits:

- *Measurable cost savings* - in our experience, our service achieves 25% to 60% overall cost reduction relative to traditional approaches that do not take advantage of our automated code and data conversion technology.
- *100% quality* - in addition to the *high degree of automation* that dramatically reduces or eliminates the possibility of human errors, our service process also has built in quality control steps after each task. An independent team of quality assurance analysts is assigned to each project to monitor the quality of the work in progress. This ensures that there are always at least two independent analysts reviewing each issue and each proposed solution.
- *Unprecedented low turnaround times* - due to the high level of parallelism built into our automated process, conversion projects can be delivered in a fraction of the time it would take using traditional methods, all without compromising quality.
- *Minimal client IT resource requirements* - Information Balance has the facilities to offer its maintenance services on an outsourced basis allowing the delivery of large conversion projects without drawing on our clients' own IT resources. This enables our clients to focus on other strategic initiatives such as web enablement, e-commerce or business process changes while we take care of the expansion needs of the system.

- *No code freeze* - during the conversion process, no matter how fast it is, there is always the possibility that the production code needs to be changed for operational or business reasons. Our service has been designed to receive and incorporate such changes into the expansion project's code base at any time, without losing other analysis or implementation work.
- *Worry free relationship* - Information Balance earned its reputation by always providing outstanding client-vendor communication. We provide continuous status reporting to our clients on the progress of our work. Our status reports provide many levels of details and summarization. We will gladly distribute our reports to any interested party at the client's organization, in their preferred format and medium, including the Web. We feel that it is imperative on large projects to keep all stakeholders informed at all times, in order to allow them to better organize and prioritize their own work related to the conversion process.
- *Flexible arrangements* - we offer our services on a co-sourced or completely outsourced basis. In a co-sourced arrangement, our clients utilize their own resources to accomplish some of the tasks. Our involvement can be as little as pinpointing the changes required, leaving other tasks (such as carrying out the changes, implementation or testing) to client teams.
- *Single project approach* - large systems are typically comprised of many diverse components written in different programming languages and running on a variety of platforms. Our tools have been designed to handle most of the major programming languages and platforms. Should the need arise to handle a new language or language dialect, we have the in-house expertise to extend the capabilities of our parsers. All analysis results and change requirements are consolidated into a single database allowing us to treat heterogeneous systems as a single project. Systems can be analyzed, changed and implemented as if they resided on a single platform.
- *Accurate, user-friendly documentation* - as one of the first tasks of a conversion project, we create up to date documentation of the target system, exposing all significant architectural relationships among the system's components. This information is stored in our "Application Knowledge Base", an annotated database of component and component cross-reference data. The contents of the database can be published in HTML format — providing an excellent Intranet based system documentation for our clients. Such electronic documentation has many uses, including supporting ongoing maintenance and system upgrades. This benefit may continue to provide value well beyond the duration of the maintenance project

About Information Balance, Inc.

Information Balance Information Balance, Inc. was founded in 1988 to provide consulting and training services to the IT industry. Over the years and through continuous growth, the company's field of expertise has significantly broadened and now includes all aspects of Systems Development and Integration, covering all platforms including mainframe, client/server and the Internet. Many of these areas are supported by formal training curricula.

Today, Information Balance, Inc. is a well-established firm with offices in Canada and Europe. Sustainable, controlled growth has been the mainstay of Information Balance's success, with over 30% growth year over year. Information Balance has been awarded the following accolades supporting its corporate excellence.

- Financial Post Fast 50 ('98, '99, '00)
- Profit Top 100 ('99, '00)
- Andersen 50 Best Privately Managed ('99, Regional Finalist)

Information Balance maintains on-going professional relationships with many large Fortune 500 corporations and government organizations.

For more information, please call 416-962-5235, e-mail infobal@infobal.com, or visit our website at www.infobal.com.