



Case Studies & Methodologies

Flexisource IT Pty Ltd

Services Provided

- **Flexisource IT has been running Agile Methodology for a number of clients. Some of the development services provided included:**
 - Developed the website and mobile versions on one of Australia's leading travel website offering and selling accommodation (including hotel/tour packages and flights)
 - Partnered with one of Australian's top internet companies listed on Australian Securities Exchange (ASX: MLB) whose primary business is domain name registrations. Flexisource created and developed most of the product pages and services that covered both front end and back end development. Up to date, still handling support and maintenance.
 - Spearheaded and pioneered a project from a proof of concept for a Mobile App and Web Portal development to cater users in Australia who want to have their bills and taxes reimbursed/refunded for phone-call related matters
 - Developed a communication server for an Australian IT solution company for consumers and businesses that cater Time and Attendance, GPS, Vending Machine, and Photocopying products. The system is being deployed to certain government-owned facilities enabling a communication process from the user, hardware, software, database and server.

Services Provided

- Support and maintenance role for an Australian IT service provider firm focused on enabling enterprise agility and operational excellence. Their services involve Oracle-based systems with the adoption of emerging technologies such as Service-Oriented Architecture (SOA) and Business Process Management (BPM)
- Built codes to enhance database structure for an Australia's top provider of planning and government-related software and services
- Has the majority of the QA roles and processes for a leading Australian IT company specializing in mobile app development
- Partnered with Australia's leading telecommunications company for both development and QA services.
- Has worked with one of Australia's largest DSL Internet Service Provider for system enhancement and maintenance
- Has worked with an Australian business solution specialists for a maintenance project in one Australia's leading airlines
- Developed database and front end structure for an Australian company specializing in statistics tool for benchmarking figures for certain metrics such as CSAT.

Development Services

Client A Products & Services: Internet-based technology services

Description: This client offers a wide range of online services from domain name registration to website design, hosting, email, online marketing and cloud computing, which their main focus is helping customers manage their business and succeed online.

Small and Medium Businesses

- Online registration
- Pricing and Product Catalog
- Promotions and Discounts
- Shopping cart and order checkout
- Social Network Integration

Offshore Resources

- PHP Developers
- Web Designers
- Java Developers
- Deployment Managers
- Siebel Application Analysts
- Fusion/Middleware Analysts
- BRM Application Analysts
- OFC Analyst

Streams/Projects

- Front End Web Development with Zend Framework
- Front End Web Design
- System Integrator for a major US Telco
- Domain and Service Management
- Back-end (Oracle stack)
- Deployments

Tools and Other Project Management Process

- Agile Methodology
- Waterfall Methodology
- Iteration
- Scrum
- Retrospective
- JIRA/Confluence
- Omniture
- Adobe Analytics
- Minitab
- FDD/Feature Driven Development
- DevOPS Initiative



Development Services

STRATEGIC PARTNERSHIP

Business Objectives/ Initiatives	Flexisourcing	Speed to Market	Revenue Impact	Transformation/Innovation
Challenges	<ul style="list-style-type: none"> •Client A is in partnership with Flexisource for scalable, real time , and adaptive resources with hard to find skillsets 	<ul style="list-style-type: none"> •Managing change requests especially during deployment 	<ul style="list-style-type: none"> •Maximize return from investments (ROI) •Add value to customer relationships •Churn Management •Generate Incremental revenue 	<p>5 brands spread geographically across NZ and AU for small and medium business customers around the world; some supported by silo systems in various platforms</p>
Highlights	<ul style="list-style-type: none"> •Offshore Web development pool includes Cocoon, PHP Zend, and Fuse ESB •PHP developers re-tooled with Cocoon to address cross-functional concerns 	<ul style="list-style-type: none"> •With at least 2 deployments per week, team is supporting a total of 19 sites now for at least 5 projects in pipeline for 2013 	<ul style="list-style-type: none"> •Successful POC Demo for a system integration project for a major US Telco •Ongoing *Transformation project to address revenue impact challenges 	<p>Ongoing integration of two brands through web services covering end to end process and for better customer experience:</p> <ul style="list-style-type: none"> - Web - CRM - Fulfillment and Assurance - Billing - Financials/ERP

Development Services

SKILLSETS & TECHNOLOGIES

Product A (FRONT END – PHP WITH ZEND FRAMEWORK)

- PLUGIN & VH
- PRIMITIVE & DYNAMIC
- OOP
- ABSTRACT & INTERFACE
- SINGLETON
- SUPER VS BASE
- XML
- XSLT
- JQUERY
- HTML
- CSS
- MOOTOOLS
- ACCESS MODIFIERS
- JAVA
- APACHE
- SHELL SCRIPTING
- CVS
- SVN
- MVC
- REG EX
- SOAP
- AJAX
- WEBSERVICE
- FACTORY
- SERVER CONFIGURATION
- DEPLOYMENT MANAGEMENT
- SEO

Product B (JAVA WITH FUSE/SERVICEMIX ESB)

- JAVA
- J2EE APPLICATION SERVER
- JBOSS
- WEBLOGIC
- WEBSPHERE
- WEB SERVICE DEVELOPMENT
- XML
- SPRING
- HIBERNATE
- JMS
- APACHE CAMEL
- FUSE/SERVICEMIX ESB
- ACTIVE MQ
- AMAZON AWS
- IDENTITY/ACCESS MANAGEMENT
- *NIX DEVELOPMENT
- ECLIPSE IDE
- MAVEN

Product C (JAVA WITH SPRING AND HIBERNATE)

- JAVA
- SPRING
- HIBERNATE
- STRUTS
- JAVA WEB COMPONENTS – SERVLET, FILTERS, EL AND JSP
- OPEN SOURCE FRAMEWORK
- API'S
- DOMAIN MANAGEMENT
- SERVICE MANAGEMENT
- SVN
- XML
- XSD
- XSL
- JSON
- UML
- SQL
- JAVASCRIPT
- JDBC
- SAX/DOM
- HTML
- TEASERVLET
- PEGA
- CXF
- HTTP CLIENT

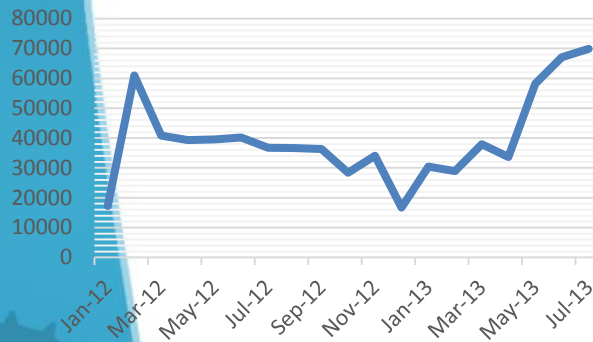
Product D (ORACLE STACK)

- Siebel CRM
- Fusion
- BRM
- E-Business Suite
- SIEBEL DEPLOYMENT MANAGEMENT
- AIA DEPLOYMENT MANAGEMENT
- BRM DEPLOYMENT MANAGEMENT
- OFC DEPLOYMENT MANAGEMENT

Development Services

REPORTING: Offshore team is not purely limited to development work as there has been an ongoing effort to be involved on revenue-impacting factors. Highly trained PMs/Bas support team's reports utilizing methodology such as Agile and 6Sigma.

Web Design Sales Performance



Expected counts are printed below observed counts
Chi-Square contributions are printed below expected counts

	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Total
1	1	15	22	21	21	13	1	94
	13.03	13.03	13.50	13.50	13.50	13.50	13.96	
	11.106	0.298	5.360	4.174	4.174	0.018	12.032	
2	27	13	7	8	8	16	29	108
	14.97	14.97	15.50	15.50	15.50	15.50	16.04	
	9.667	0.259	4.665	3.633	3.633	0.016	10.472	
Total	28	28	29	29	29	29	30	202

Chi-Sq = 69.507, DF = 6, P-Value = 0.000

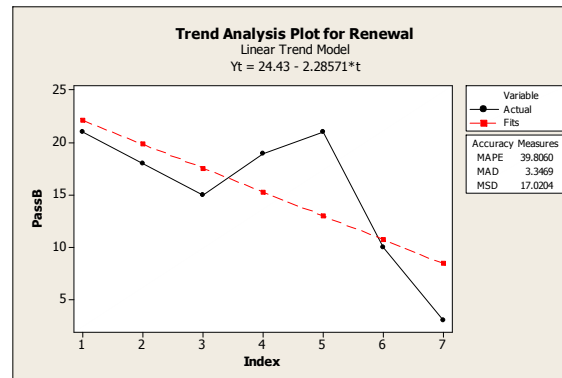
Chi-Square Test: Sun_1, Mon_1, Tue_1, Wed_1, Thu_1, Fri_1, Sat_1

Expected counts are printed below observed counts
Chi-Square contributions are printed below expected counts

	Sun_1	Mon_1	Tue_1	Wed_1	Thu_1	Fri_1	Sat_1	Total
1	0	24	24	22	21	16	0	107
	14.91	14.91	15.44	15.44	15.44	15.44	15.44	
	14.905	5.549	4.749	2.789	2.004	0.020	15.438	

Trend Analysis Plot for Renewal

Linear Trend Model
 $Y_t = 24.43 - 2.28571 * t$



Development Services

Client B Products & Services: Online Booking Site

Description: Client is a leading travel website selling accommodation, flights and packages online in more than 69 countries. Every month the site attracts 6.1 million visits, with customers making over 260,000 bookings

eCommerce

- Flights
- Hotel Accommodation
- Last Minute Bookings
- Discounted Rates
- Tours and Packages

Offshore Resources

- Front-End Web Designers

Streams/Projects

- Responsive Design
- Front End Web Design utilizing JQuery
- Social Media Integration
- Converting codes ie HTML or PSD to PDF (e-tickets sent in emails)
- Layout Changes

Tools and Other Project Management Process

- Agile Methodology
- Iteration
- Scrum
- Retrospective
- JIRA/Confluence



Development Services

STRATEGIC PARTNERSHIP

Business Objectives/ Initiatives	Flexisourcing	Social Media Marketing
Operations setup	<ul style="list-style-type: none">•Client X is in partnership with Flexisource IT for web development services and another offshore service company for its QA and testing tasks	<ul style="list-style-type: none">•Engage loyal virtual communities for marketing promotions and capturing customer experience
Value-add	<ul style="list-style-type: none">•Pool includes front-end web designers in close coordination with Client X's business and IT resources as well as an offshore QA service provider	<ul style="list-style-type: none">•Social media integration for Facebook, Twitter, and Google+ Communities



Development Services

SKILLSETS & TECHNOLOGIES

Product A (Main Website)

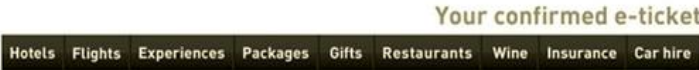
- HTML5/CSS3
- Responsive Design
- Media Queries
- HTML/XHTML/CSS,
- Javascript,
- JQuery
- GRAILS
- PSD to HTML Conversion
- Macromedia Dreamweaver,
- Adobe Photoshop,
- Adobe Illustrator
- Wordpress (Theme Development),
- Joomla
- PHPBB

Product B

- HTML5/CSS3
- Responsive Design
- Media Queries
- HTML/XHTML/CSS,
- Javascript,
- JQuery
- GRAILS
- PSD to HTML Conversion
- Macromedia Dreamweaver,
- Adobe Photoshop,
- Adobe Illustrator

Development Services

REPORTING: Daily and Weekly Status Reports are sent by Flexi Lead/PM; all progress status and defect management are logged in JIRA (Agile Methodology in place)

JIRA story card number	Title	Design	Comments
	Subject of email	N/A	<ul style="list-style-type: none">• Subject of email is Booking Confirmation• Email is sent by lastminute
LW-39	Email Header		<p>12-June 2013: UPDATED</p> <p>Image banner is clickable. User can click on each tab.</p> <p>For all tabs, apply the following rule:</p> <p>If user opens the email on his desktop, the click should take user to the desktop version.</p> <p>If user opens the email on their mobile, the click should take user to the mobile-friendly version, when it is available.</p> <p>Tabs with mobile-friendly version are: Hotels, Flights, Insurance.</p> <p>Links to external sites are:</p>

release 2 updated stories list

[5/9] | wool.com]

Sent: Aug 16, 2:18 am
To: Anne I
Cc:

Hi Anne,

Here's the list of the stories that's already been updated.

<https://atlassian.net/browse/LW-107>
<https://atlassian.net/browse/LW-315>
<https://atlassian.net/browse/LW-371>
<https://atlassian.net/browse/LW-275>

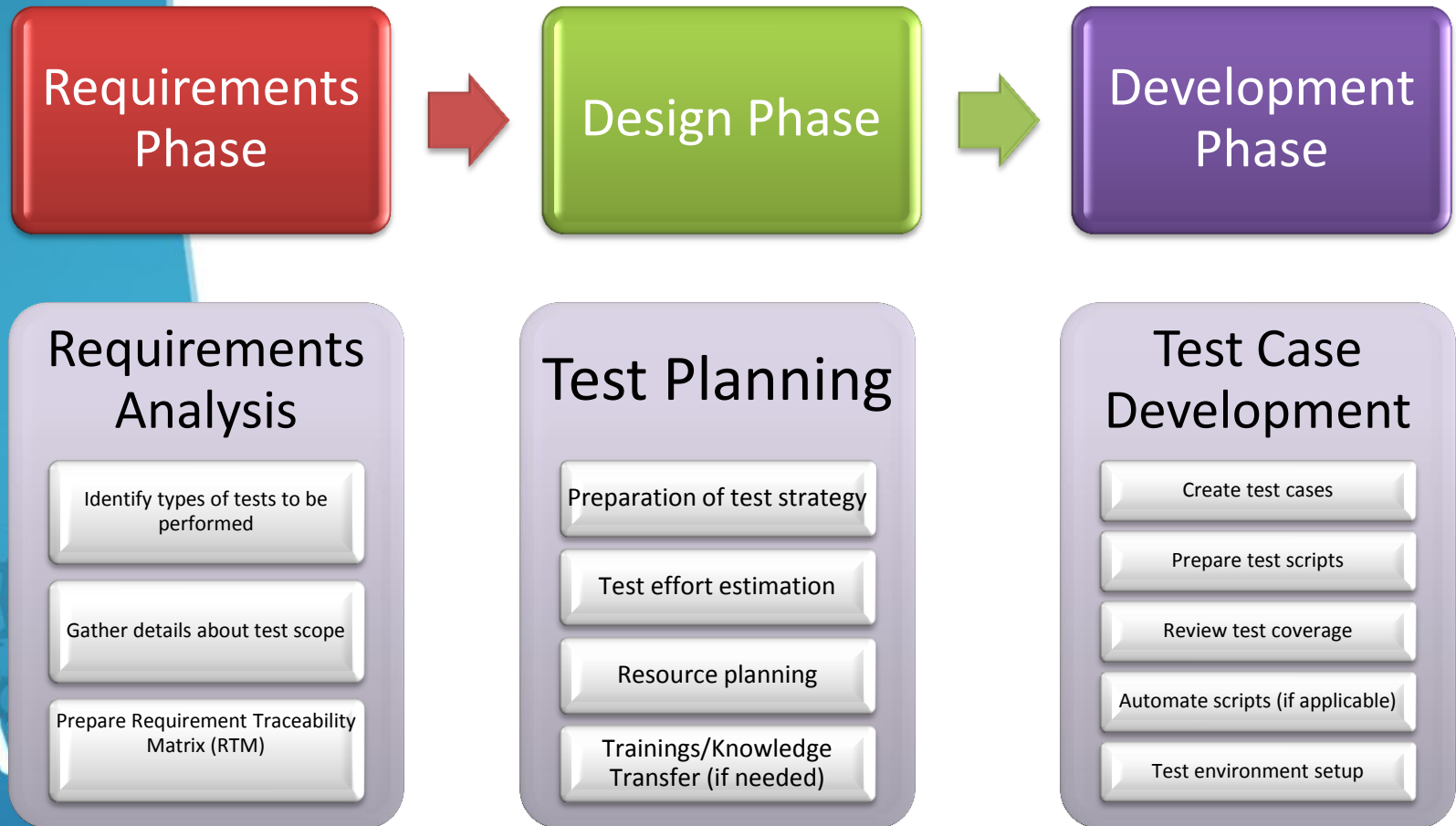
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<https://atlassian.net/browse/LW-312>
<https://atlassian.net/browse/LW-360>

<https://atlassian.net/browse/LW-302>

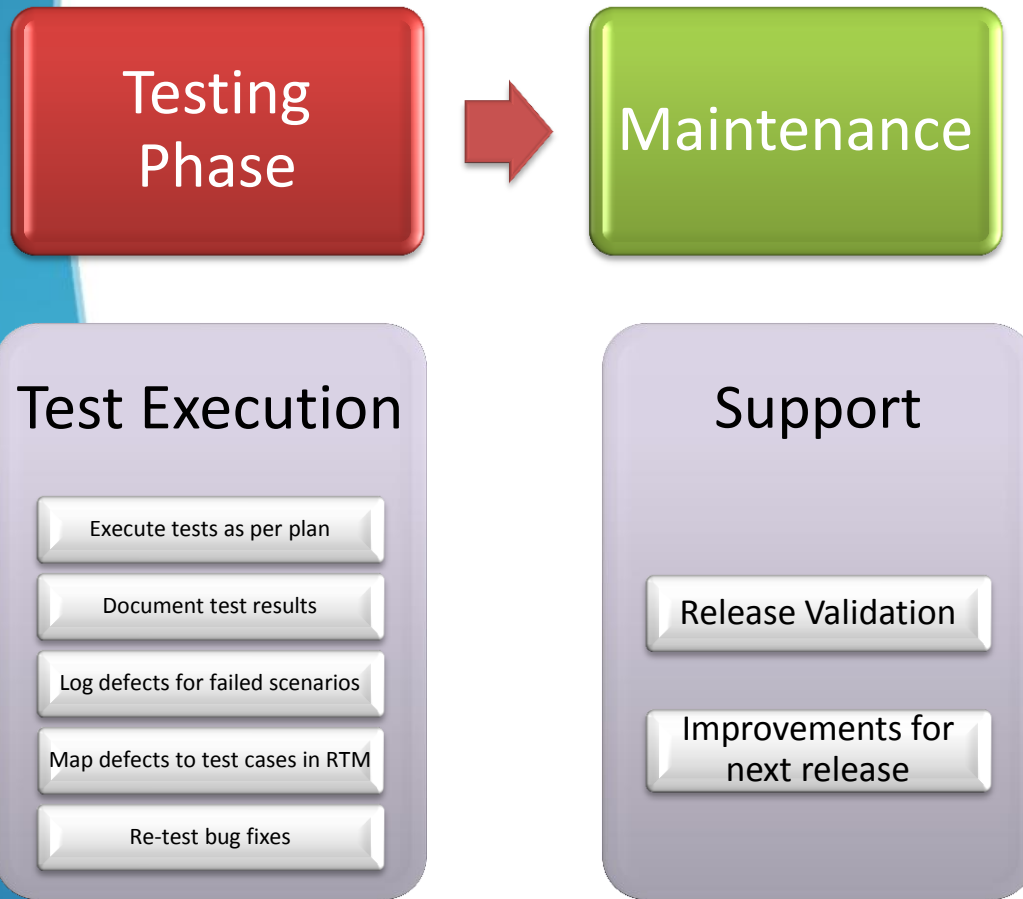
<https://atlassian.net/browse/LW-106>
<https://atlassian.net/browse/LW-304>
<https://atlassian.net/browse/LW-299>

there are still stories from release 2 that's yet to be picked up, some stories were mainly bugs on android we'll be need test device for those and other front-end bugs / stories will be tackled first thing on Monday.

QA Services



QA Services



QA Services

Client X QA Platforms and Processes: Unified Communication Suite Software Application

Description: A unified communication software application which is integrated with CRM, database and other communication management tools

Product A

- Build Testing
- Functionality Testing
- Load Testing
- Performance Testing
- User Acceptance Testing
- Exceptional Testing
- GUI Testing
- Integration Testing
- Compatibility Testing
- Security Testing

Product B

- Build Testing
- Functionality Testing
- Integration Testing
- Backend Testing
- Cross-Browser Testing
- Performance Testing
- Exceptional Testing
- GUI Testing
- Security Testing

Product C

- Build Testing
- Functionality Testing
- Integration Testing
- GUI Testing
- Backend Testing
- Exceptional Testing

Product D

- Build Testing
- Functionality Testing
- Integration Testing
- Backend Testing
- Cross-Browser Testing
- Performance Testing
- Exceptional Testing
- GUI Testing
- Security Testing

QA Services

(cont...)

Product E

- Build Testing
- Functionality Testing
- Integration Testing
- Backend Testing
- Performance Testing
- Exceptional Testing
- GUI Testing

Product F

- Build Testing
- Functionality Testing
- GUI Testing

Product G

- Build Testing
- Functionality Testing
- GUI Testing

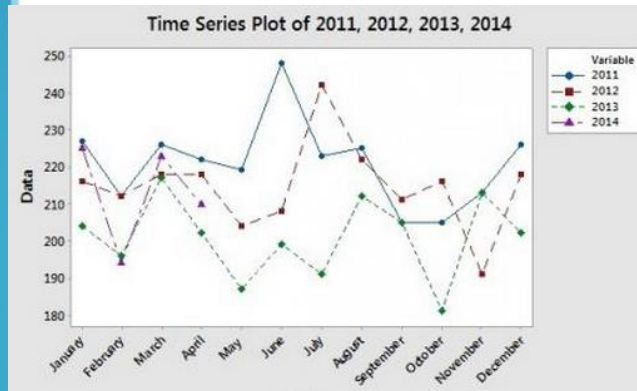
Product H

- Build Testing
- Functionality Testing
- Integration Testing
- Backend Testing
- Performance Testing
- Exceptional Testing
- GUI Testing



QA Services

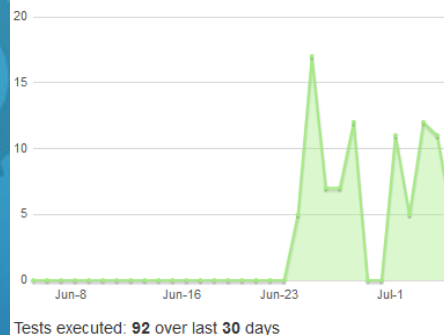
REPORTING: QA team updates a Daily Tracker wherein the number of executed items are recorded. QA team creates a post on Sharepoint documenting the issues, daily accomplishments, and bottlenecks.



Assigned to me

Tracker	Status	Priority	Subject	
1421	Feature	New	Normal	Do this first
1420	Bug	New	Normal	db bug
1418	Task	Assigned	High	Storing
1413	Task	New	High	Terminar documentación
1412	Bug	New	Normal	gjtete02
1411	Bug	New	Normal	gjtete01
1410	Bug	New	High	Test of Redmone
1409	Task	New	Immediate	backup database
1405	Bug	Assigned	Immediate	bla bla bla
1403	Bug	New	Urgent	test ajout d'un bug

Test Execution: 30 Day Summary



MOBILYSER Private

1. Raised

2. In review

3. In dev

4. Complete

Update register your interest confirmation emails

Thank you for registering your interest in Mobilyser

Update register your interest confirm page

Test Passed = 102

Test Failed = 95

Test Failed = 40

Test Failed = 10

Test Failed = 7

Test Failed = 1

Test Failed = 2

Common Process and Tools

