



Flexisource IT

Don't Outsource It. Flexisource It.

FLEXISOURCE IT DEVELOPMENT SERVICES

Database and ORM

- Oracle
- Microsoft
- Open Frameworks
- (N)Hibernate

Web Development

- HTML
- CSS
- JQuery
- Ajax
- JSON
- Java
 - Spring/ Spring MVC
 - Apache Cocoon
- PHP
- ASP Classic
- Microsoft ASP.Net
- Content Management
 - WordPress
 - Alfresco

Enterprise Application Development

- Open
 - Java J2EE
 - Groovy
- .Net
- C#
- VB
- Visual C++1

Integration

- Oracle Service Bus
- Oracle SOA
- Fuse ESB
- BPEL
- xSlT, XPath, xQuery
- WsdI, SOAP, REST

Application Build, Release, and Support

- OS
 - Unix/Linux
 - Ubuntu
 - Microsoft
- Application and Web Servers
 - Oracle Weblogic
 - IBM Websphere
 - Apache Tomcat
 - Jboss
 - Zend
 - Microsoft IIS

Developer Testing and QA

- Soap UI
- JUnit

CRM and ERP Support

- Oracle Stack
 - Siebel CRM
 - Fusion
 - BRM
 - E-Business Suite
- Microsoft
 - Dynamics CRM
 - Dynamics GP

Project and Change Management

- JIRA
- SVN/ CVS/ Mayven
- Confluence/ TFS/ Sharepoint
- Jenkins

CLIENT X CASE STUDY

Products & Services: Self-service Money Transfer

Description: Delivery of in-store and cloud systems to make money transfer safe and simple for major retailers

Banking & Finance

- Customer Registration
- Money Transfer
- Transaction Processing

Offshore Resources

- Back-end Java Developers

Streams/Projects

- Back-end API development with Java Spring, JAX-WS, Apache CXF, Hibernate, and PostgreSQL
- Financial Institution services and Kiosk interface
- Operational Support
 - Log file analysis
 - System monitoring

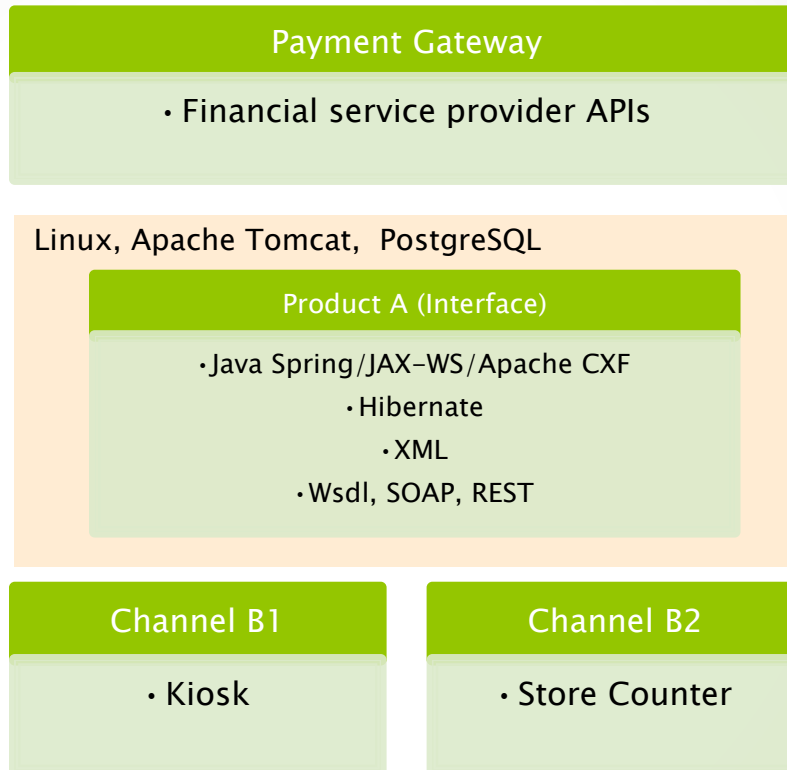
Tools and Other Project Management Process

- Agile/Kanban
- Status Reports
- Conference Calls
- JIRA

Strategic Partnership with Flexisource IT (CLIENT X)

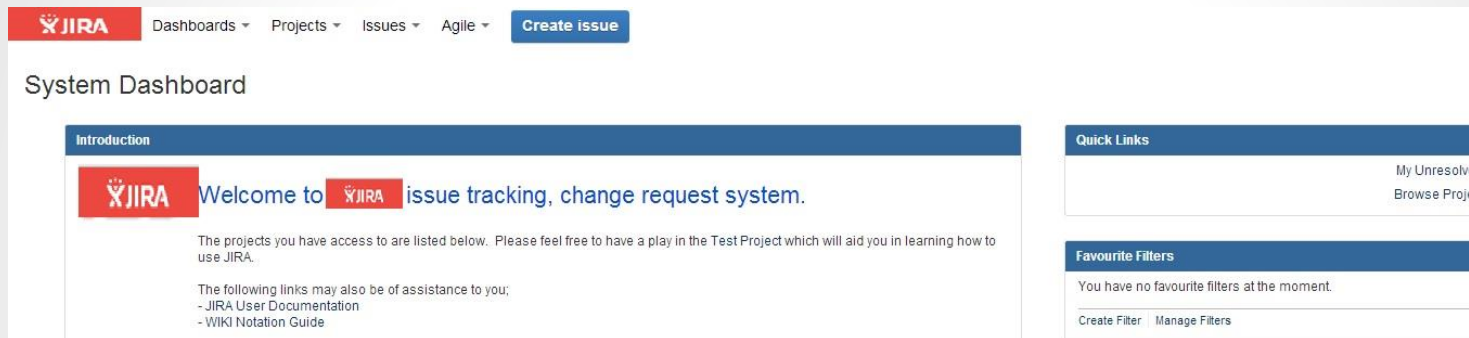
Business Objectives/ Initiatives	Flexi-Resourcing	Supportability
Challenges	<ul style="list-style-type: none">•Client X is in partnership with NWS for off-shore IT Development and Support services and an on-shore AU-based IT provider of a Java-based back-end system	<ul style="list-style-type: none">•Support for self-service international money transfer kiosk network installed in convenient stores across AU
Highlights	<ul style="list-style-type: none">•Developer pool includes Java developers in collaboration with AU-based IT provider•Client X is looking to expand resources to include QA services	<ul style="list-style-type: none">•The task of supporting the system is made easier by running an identical toolchain parallel to AU-based IT provider and learning the standards-based implementation of the system

Skillsets & technologies (CLIENT X)

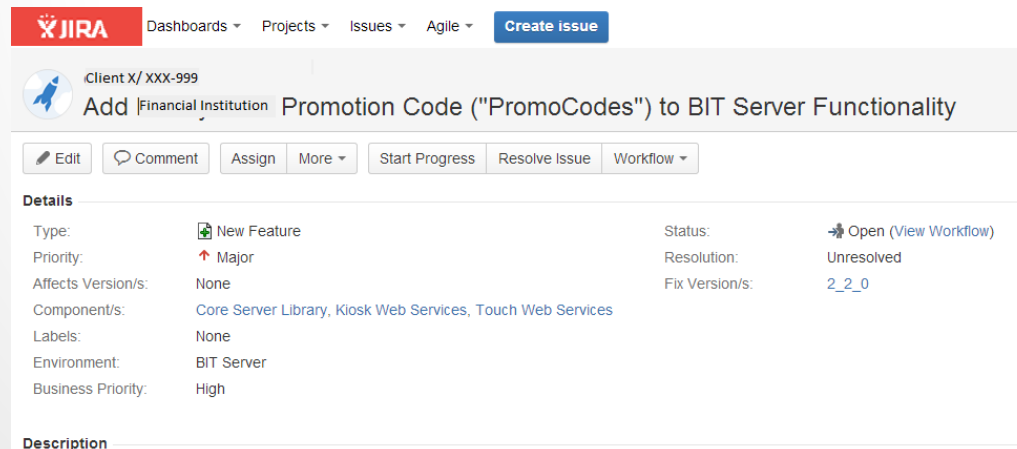


Reporting tool (CLIENT X)

- *Status Reports to be sent by PM*
- *All updates and changes are logged in JIRA*



The screenshot shows the JIRA System Dashboard. At the top, there is a navigation bar with the JIRA logo, a search bar, and menu items for Dashboards, Projects, Issues, and Agile. A prominent blue button labeled 'Create issue' is on the right. Below the navigation bar, the page title is 'System Dashboard'. The main content area is divided into two columns. The left column has a blue header 'Introduction' and a red JIRA logo. The text reads: 'Welcome to JIRA issue tracking, change request system.' Below this, it states: 'The projects you have access to are listed below. Please feel free to have a play in the Test Project which will aid you in learning how to use JIRA.' Further down, it says: 'The following links may also be of assistance to you; - JIRA User Documentation - WIKI Notation Guide'. The right column has a blue header 'Quick Links' and contains two links: 'My Unresolved' and 'Browse Project'. Below that, there is a section for 'Favourite Filters' with the text 'You have no favourite filters at the moment.' and two buttons: 'Create Filter' and 'Manage Filters'.



The screenshot shows a JIRA issue page. At the top, there is a navigation bar with the JIRA logo, a search bar, and menu items for Dashboards, Projects, Issues, and Agile. A prominent blue button labeled 'Create issue' is on the right. Below the navigation bar, the page title is 'Client X/ XXX-999'. The issue title is 'Add Financial Institution Promotion Code ("PromoCodes") to BIT Server Functionality'. Below the title, there is a row of buttons: 'Edit', 'Comment', 'Assign', 'More', 'Start Progress', 'Resolve Issue', and 'Workflow'. The 'Details' section is below the buttons and contains the following information:

Type:	New Feature	Status:	Open (View Workflow)
Priority:	Major	Resolution:	Unresolved
Affects Version/s:	None	Fix Version/s:	2_2_0
Component/s:	Core Server Library, Kiosk Web Services, Touch Web Services		
Labels:	None		
Environment:	BIT Server		
Business Priority:	High		

The 'Description' section is visible at the bottom of the page.

Client y case study

- ▶ 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

Strategic Partnership with Flexisource IT (CLIENT Y)

Business Objectives/ Initiatives	Flexi-Resourcing	Social Media Marketing
Challenges	<ul style="list-style-type: none">•Client Y 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
Highlights	<ul style="list-style-type: none">•Pool includes front-end web designers in close coordination with Client Y'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

Skillsets & technologies (CLIENT y)

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

Reporting tool (CLIENT y)

- *Daily and Weekly Status Reports to be sent by Lead/PM*
- *All updates and changes are logged in JIRA*

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> <p>Below story for new links.</p>

★ release 2 updated stories list (5 k)

[wsol.com]

Sent: Aug 16, 2:18 am
To: Anne l
Cc: cher@nwsol.com

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>
- <https://atlassian.net/browse/LW-311>
- <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 needing test device for those and other front-end bugs / stories will be tackled first thing on Monday.

CLIENT Z CASE STUDY

- ▶ Product: 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

Strategic partnership with Flexisource IT (CLIENT Z)

Business Objectives/ Initiatives	Flexi-Resourcing	Speed to Market	Revenue Impact	Transformation/Innovation
Challenges	<ul style="list-style-type: none"> •Client Z is in partnership with Flexisource IT 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

Skillsets & technologies (CLIENT Z)

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
- WEBSHERE
- 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

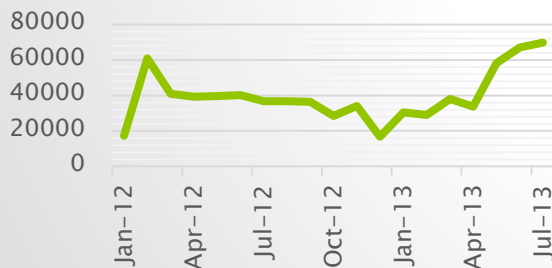
Product D (ORACLE STACK)

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

Reporting tool (CLIENT Z)

- *Offshore team is not purely limited to development work – ongoing involvement on revenue-impacting factors*
- *6sigma certified PM to support team's reports using statistical tool to validate trends prior taking actions and making changes*

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	
2	28	4	5	7	8	13	29	94

