

SUCCESS STORY

ARCAD-Skipper

Protect your software assets



ARCAD-SKIPPER and ArcelorMittal ■■■

ArcelorMittal streamlines its IBM i application maintenance with the ARCAD-Skipper change management solution.



ArcelorMittal

CUSTOMER SUCCESS STORY

“The truth is that we were literally blind. Our former versioning application would not allow us to trace the life of a programming object step by step or keep track of all the updates and patches along the way.”

“Based on ARCAD Software’s unique centralized Open Repository, the ARCAD-Skipper Change Management Solution provides a comprehensive maintenance environment, helping software developers to anticipate standard software upgrades and their impact on the existing production environment. Using the advanced features of ARCAD Software’s solution, developers are also able to coordinate changes more efficiently, to fully automate recompilation at a system level, and to perform system-wide quality and regression tests.”

Jean-Marie HUMEZ

ARCAD Software’s solution helped the manufacturer to enforce a global maintenance strategy at the enterprise level, including regression testing and multi-site deployment.

A subsidiary of Arcelor, ArcelorMittal is a leading provider of specialty metal products for the automotive industry. The company’s products are used by automotive leading players including Peugeot/Citroën, Renault, Volkswagen, Ford, and DAF for both passenger cars and commercial vehicles. **“One of the main challenges we have to face in our business is to meet very short delivery delays, from a few hours to a maximum of 5 days,”** said Jean-Marie Humez, database administrator at ArcelorMittal.

Additionally, ArcelorMittal operates in a strongly regulated environment. All players are required to comply with UTAC rules, which encompass not only manufacturing specifications, but also IT quality and maintenance processes.

This combined set of constraints led ArcelorMittal to upgrade its information system in 2002. **“Fine tuning the new applications to our needs, we saw that our versioning tool was too outdated to meet our requirements and to deal with multi-sites and multi-lingual environments,”** Jean-Marie HUMEZ recalled. ■

■ "We were literally blind"

Designed to be used as a common IT platform by ArcelorMittal and other Arcelor subsidiaries in Germany, Belgium, and UK, these new applications allowed each IT department to adjust the parameters to their own needs. Using an aging versioning tool, the project management team was struggling to keep track of object updates or code changes with the accuracy level required by the UTAC standard.

"The truth is that we were literally blind," admitted Jean-Marie HUMEZ. *"Our former versioning application would not allow us to trace the life of a programming object step by step or keep track of all the updates and patches along the way,"* he added. New versions of a given program could be updated in the production environment with few or no rollback capabilities. Furthermore, any manual upgrade to one of the 3,5 Million lines of source code could lead to an unpredictable application regression.

■ A cultural change

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According to Jean-Marie Humez, centralization is the key to understanding the overall benefit of implementing ARCAD software's solution at ArcelorMittal.

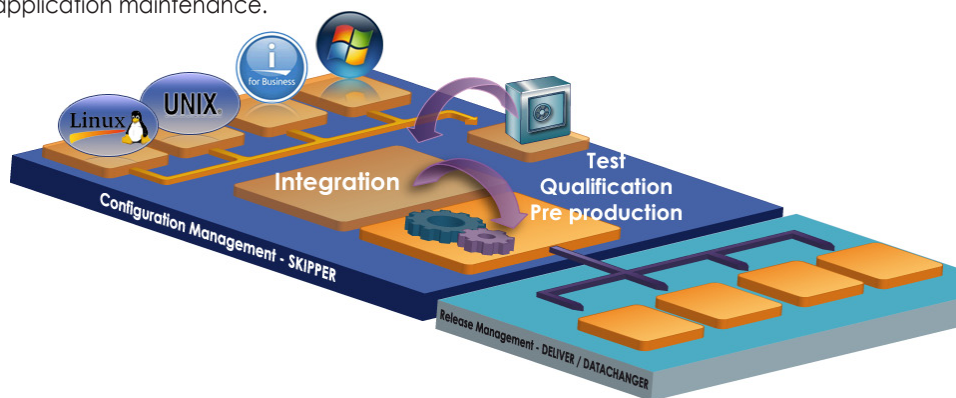
"Having a central repository not only enables ARCAD-Skipper to automate maintenance processes. It also helped us to think differently, and to share both workload and maintenance information more effectively. This is more than just a software issue. This is a cultural change as well," said Humez.

■ Integrated approach

Following the deployment of ARCAD-Deliver, ArcelorMittal has adopted ARCAD Software's regression test solution, ARCAD-Verifier.

■ Automate maintenance

As ARCAD Software's ARCAD-Skipper Change Management Solution was already on ArcelorMittal's short list, the implementation decision was swift. Not only did ARCAD-Skipper allow ArcelorMittal to meet its regulatory requirements, including traceability of software changes and rollback capabilities, but ARCAD-Skipper also brought streamlining and automation to IBM I application maintenance.



"Again, we are operating in a very critical environment, and we have to answer our customer's request in a matter of days, if not hours. To do this, we are tightly linked to our customers through complex and ever-changing EDI systems," HUMEZ added.

With over 3500 programming objects and 60 million database records, ArcelorMittal's IT department had to face the daily challenge of quickly upgrading application parameters and configurations to adapt to the new EDI components and parameter updates from over 50 major customers.

"Regression testing is a tough issue, especially in a non integrated environment. It's not only about immediately detecting any possible functional regression and writing the right patch, but also about keeping track of these modifications," Humez said.

ARCAD Software's unique open architecture allowed ArcelorMittal to fully automate and integrate regression testing procedures into the company's application change management strategy. Not only can IT now keep track of the required modifications, but developers are also able to capitalize on this new aspect of application knowledge, build-in "do's and don'ts" lists and more accurate implementation impact scenarios.

"ARCAD Software's automated and inte-

grated approach enabled us to work seamlessly on our global change management strategy. It really gave us back complete power over application changes. It helped us to streamline and optimize our maintenance processes, reaching an unprecedented level of efficiency."

"Traceability of errors is also part of the overall application management process. Using ARCAD-Customer, we'll be able to track end user requests and incident reports more effectively and also automate user notification." Humez added. ■

ArcelorMittal already plans to take further advantage of ARCAD Software's unique maintenance integration capabilities, adding the ARCAD-Customer Help Desk user request-tracking solution to the ARCAD-Skipper Change Management solution.

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PRIMARY ARCAD FUNCTIONS IMPLEMENTED

ARCAD-Skipper is a multi-platform configuration and version management toolset, centered on the IBM I platform. It provides both organizational methodologies for IT services, and all the automation processes required for trouble-free application maintenance.