



FRS migrate their change management to ARCAD and avoid costly promotion errors.

The Customer

For over 50 years, FRS Restaurant Equipment & Supply Company with showrooms located in Asheville, NC, North Charleston, SC, Columbia, SC and Florence, SC has always maintained a trained & dedicated staff to support the emerging & growing foodservice operator. FRS has a small IT staff consisting of one full time programmer, one remote contract programmer and their hands on, Vice President and co-owner, Carl Novit, who is actively involved with the information technology side of their business.

Background

FRS had been using a change management product for many years. This vendor has been bought and sold a couple of times. With each acquisition, Carl Novit found it “more and more difficult to do business with them.” *This difficulty resulted in frustration; so when approached by a representative from ARCAD Software, he was willing to listen to what they had to offer in the area of source control.*”

The trust factor of having worked with and known the sales reps from ARCAD for many years and the fact that Philippe Magne, the CEO of ARCAD Software is so closely involved with the business were the driving factors in Carl’s decision to move forward with ARCAD. *“Like our business, my partner and I are intimately involved in our everyday business and seeing that Philippe is neither “a corporation” nor an absentee owner, I appreciated and respected that.”*

Experience

Per Carl, *“the source control product we had been using, I thought, was OK until we started implementing ARCAD and then I realized how not OK it really was.”* The first step of any ARCAD source control implementation begins with an audit of the system which can be an iterative process depending on the condition of your environment.

ARCAD clearly explained the need to spend quality time upfront in the clean-up stage to ensure a successful implementation.

As they went through this audit procedure, they had to fix many things that their old vendor system let slip by. This was a surprise to FRS as they were under the assumption that their system was fairly clean since they had been using a change management tool for so many years. *“ARCAD had us get the hard work out of the way upfront. This was a big change for us. We were accustomed to doing it manually after programs were promoted.* There are some things that you can technically do, like putting RPGLE programs in QRPGL source and not in QRPGL source that their old vendor system would let you do but ARCAD will not. *“In fact, this clean-up process made us better developers and administrators of our system.”*



The source control product we had been using, I thought, was OK until we started implementing ARCAD and then I realized how not OK it really was.”

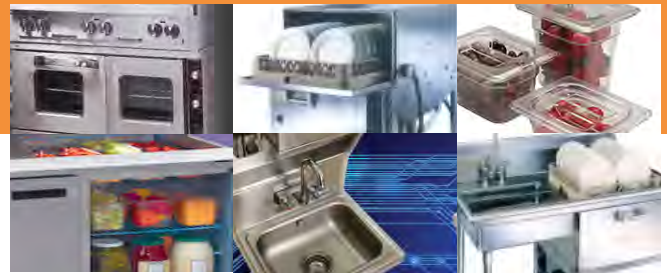
Carl Novit, Vice-President/Owner, FRS Restaurant Equipment.



Being able to use the ARCAD rollback features saved FRS from a big mess and a financial loss the following business day .”



The thing I really like about ARCAD, when all is said and done, is the fact that our system is now so pristine, that you are not going to get screwy results.”



Carl very briefly described the differences in the way his change management processes were done before and after ARCAD. They used to modify and promote individual programs up through to production. The hope was that you would have everything required for the change. With ARCAD, you create a version and you put all the modified programs in that version, the version gets dynamically rounded out to include all the necessary associated artifacts based on the repository, you promote everything at one time. It is either all going to promote or none of it is going to promote. With the upfront audit and implementation best practices that the ARCAD Pack for i insists upon, FRS did not have to spend time on the back end fixing things that did not promote properly. Because of this philosophy, the ARCAD Pack for i solution is far more efficient. <http://arcadsoftware.com/products/arcad-pack-for-i/>

Savings

We asked if implementation of ARCAD's change management solution had saved FRS time and/or money. Carl related this specific situation that solidified that it had. A programmer had mistakenly promoted something to production after hours that should not have been promoted.

Once it was discovered, they were able to use the rollback features in ARCAD to put the old code back. It only took 20 minutes to get this done. The old version was recreated so his programmer could fix the problem the next day. *"That was way cool" per Carl. Being able to do that saved FRS from a big mess and a financial loss the following business day."*

"The thing I really like about ARCAD, when it is all said and done, is the fact that our system is now so pristine, that you are not going to get screwy results. When you promote a version, you have everything you need. The mistake we made a few weeks ago, was just a coding error. It was not the fact that you had one thing promoted and another not, which could have happened and did happen in the past. It cannot happen in ARCAD because everything is in the version."

Support

There are three people at FRS that are successfully using ARCAD's source control solution. Being a small shop, FRS chose to work remotely with ARCAD's support staff to implement the software. They also trained themselves on the product, calling upon ARCAD's knowledgeable support team when help was needed. Remote implementation and training is not typical given the complexity of some systems.

However in the case of FRS, Carl was willing to do as much as they could on their own and took the extra time to follow the "best practices" methods insisted on by ARCAD to successfully implement a quality change management system that will take them into the future with confidence. *"It has absolutely been worth our time and effort to invest in ARCAD."*



ARCAD had us get the hard work out of the way upfront. "



In fact, this clean-up process made us better developers and administrators of our system."

Contact the ARCAD team today for a free demonstration: info@arcadsoftware.com



North America & Latam

Tel. +1(603) 371-9074 ext 502
Toll free. +1(800) 676-4709 ext 502
sales-us@arcadsoftware.com

EMEA - France

Tel. +33 4 50 57 83 96
Fax. +33 4 50 57 52 79
sales-eu@arcadsoftware.com

Asia Pacific - Hong Kong

Tel. +852 3618 5822
sales-asia@arcadsoftware.com
www.arcadsoftware.com



Breaking Barriers...



www.arcadsoftware.com