

Success Story: GETS



Background

The GE Transportation Rail Services and Solutions Information Management group is responsible for the IT systems supporting GE's Monitoring and Diagnostics Service Center (MDSC) and commercial Information Based products (iBased).

The GETS Remote Monitoring and Diagnostics IT group provides Readiness to Serve (RTS), user support, administration support, break/fix bug resolution, general maintenance for the following 3 software applications as follows:

- Pinpoint (SMPP & MMPP)
- Expert On Alert (EOA)
- Expert On Board (EOB)

Business Situation

- GETS RMD provides technical application support for the applications EOA, EOB & Pinpoint (SMPP & MMPP)
- GETS RMD provides 24X7 production support for the applications EOA, EOB & Pinpoint (SMPP & MMPP)
- GETS decided to develop technical support documents for these applications for which LGS has been assisting GETS

Challenge

- Providing technical application support for the applications EOA, EOB & Pinpoint (SMPP & MMPP)
- Providing the 24X7 production support for the applications EOA, EOB & Pinpoint (SMPP & MMPP)
- Developing technical documentation for the applications EOA, EOB & Pinpoint

Customer Profile

GETS - A Transportation company

GE - Transportation is a global technology leader and supplier to the railroad, transit, marine and mining industries.

GE provides freight and passenger locomotives, railway signaling and communications systems, information technology solutions, marine engines, motorized drive systems for mining trucks and drills, high-quality replacement parts and value added services

LGS Association

- 3+ years of association in supporting GETS RMD group

Service Offerings

- Development & Enhancement
- Performance Tuning
- Bug Fixing
- Production Support
- Documentation

Tools & Technologies

- JSP
- Web logic
- Oracle
- MQ Series
- Clarify
- Web services
- Unix
- Toad



LGS Solution

Development

- Develop software, within the GE TRANSPORTATION technology stack, for Rail Services IT applications
- Help co-ordinate tasks in discussion with designated System Analyst
- Develop, update and maintain documentation as necessary
- Provide unit and integration testing
- Help to resolve any issues related to development during implementation
- Performing acceptance testing of delivered software

Enhancement

- Analysis of Enhancements/Requirements
- Application Design Review
- Preparation of Test Cases
- Enhancement implementation
- Unit Testing and Integration Testing

Technical Documentation

- Developing the architecture, design, software maintenance and configuration documents for Onboard and Offboard services

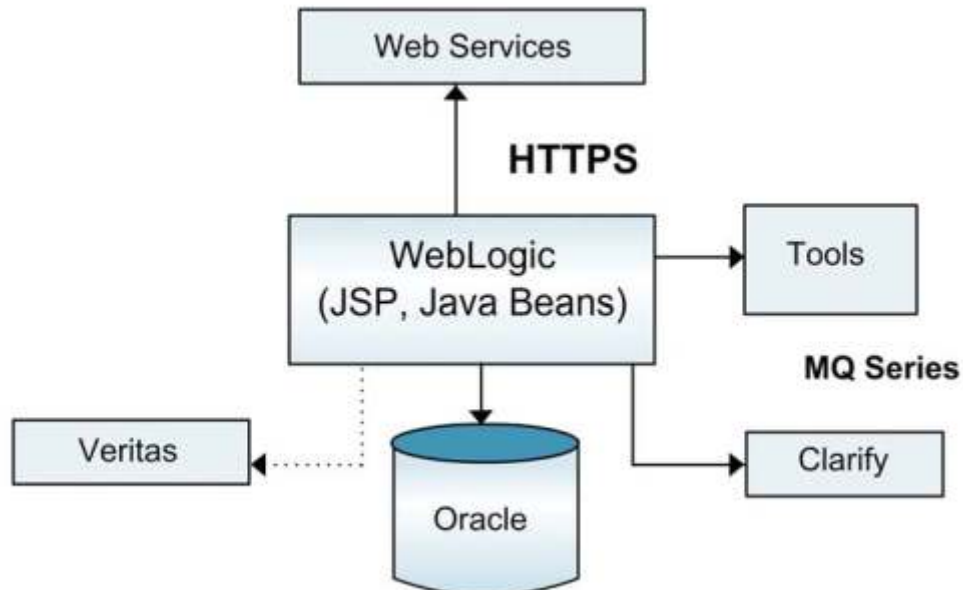
Performance Tuning

- Performance tuning of the Java, J2EE, SQL queries, functions and stored procedures

Production Support

- 24X7 Support for GE Transportations RM&D Applications
- Call Acceptance time should be within 15 minutes and resolution time is 30 minutes

The following picture showcases the solution which has been provided by LGS:



Other Projects

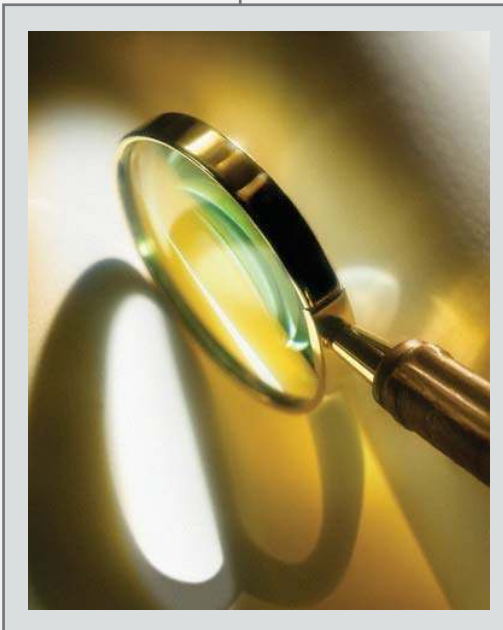
E Goals and Objectives

- It is a pilot project developed to demonstrate LGS J2EE competencies (EJB, Struts, Ant, JUnit, JSP, Log4J, JBoss, and Eclipse).
- Used J2EE Best practices to make faster development and produce results with quality.

Project Metrics

140+ Production Tasks Handled

- 10+ new modules developed for GETS Applications.
- Resolving Performance issues
- 60+ enhancements done for GETS Applications
- 40+ Bug fixings done for GETS Application
- 24X7 support for GETS Applications.
- Technical Documentation of the GETS Applications



Plan

- Analysis of business requirements
- Analysis of existing code and scripts
- Developing or modifying new/existing functionality
- Peer reviews
- Unit testing on development environment
- Delivery to onsite analyst and getting user acceptance

Build

- Create or modify JSP files
- Create or modify database scripts
- Java Bean development
- User Interface development
- Veritas and Apworx maintenance
- Code and script reviews
- Testing & Delivery

Post Implementation

- Support & Maintenance
- SLA based execution

Delivery Model

- Iterative approach for Development & Rapid Delivery Framework
- SLA based execution & stream lined customer reporting
- On-Demand operations (Performance Tuning, Bug Fixes, Enhancements, Remote Administrations)

Highlights

- Well-defined processes & support documents (Forms, Checklists, Templates & Guidelines) for uniformity
- Performance measured through internal audits conducted every week / month
- Preventive action committee decides on risk mitigation and acts on re-occurrence of issues
- Management committee reviews the audit report and defines the action plan

LGS Value Proposition

- Reduced total cost of ownership upto 20-30 percent with substantial offshoring & resource optimization.
- Reusable components, knowledge base and processes enabling reduced cycle times & improved quality
- Implementation of industry & technology specific best practices, reduced risk of new technological deployment & higher performance
- 100% SLA compliant with on-time and within budget delivery of services



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