Overview

Business Challenge
ISW needed to rapidly incorporate customer feedback into its latest product Kudos Badges. This required developers to build and deploy solution updates to the Kudos platform with greater agility.

Solution
The IBM® Business Partner* ISW development team adopted IBM Rational® Team Concert™ in conjunction with IBM Rational Application Developer. This enabled a highly responsive and efficient product development process.

Kudos for ISW Developers

Rapid development solution brings greater level of customer engagement and user adoption

IBM award-winning Premier Business Partner, ISW, delivers innovative and intelligent business technology solutions to its clients across a wide range of industries. With a commitment to implementing solutions that fit, the team at ISW are also passionate about making sure that clients maximise the value – and are equipped to access the full functionality – of the software they purchase. This resolve also sees everyone at ISW, from the sales team to developers, devising innovative solutions that extend the benefits of their IBM software applications.

One of ISW's own software platforms is Kudos Badges. A flexible gamification engine designed to dramatically improve user engagement and adoption of IBM Connections, Kudos Badges incorporates achievements, rewards and recognition, rank and leader boards, and missions.

Success requires innovation
If the enthusiastic team at ISW can't find a solution they need to fulfil a vision for clients, they create it. While very successful at implementing IBM solutions (as their numerous awards attest), the company is committed to thinking outside the box to develop additional solutions that will create value from previously untapped sources.

Business Benefits

- An entirely new product with monthly release cycles quickly incorporating new features based on customer feedback

- Deployment process for ISW Kudos Badges now requires almost no developer time, saving between 1.5-2 hours per developer per day

- Support for agile planning and development processes to streamline delivery

- Project transparency with customisable web-based dashboards, real-time metrics and reports, and project milestone tracking

In fact, the success of ISW's business is not just measured by the certifications it holds and the awards it receives; it also centres on the ability of its team to develop innovative solutions for its clients.

ISW was observing that when clients introduced IBM Connections, they were not realising full uptake by employees who continued to work around the solution despite very real business benefits. So the sales and development teams at ISW collaborated to design the ISW Kudos Badges gamification solution that rewards employees for using Connections appropriately.
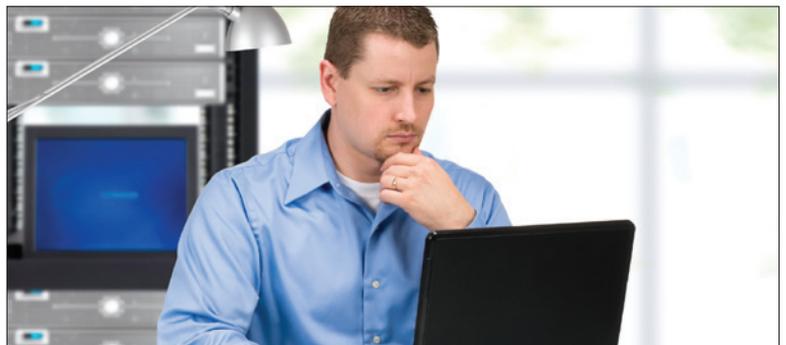
ISW then sought feedback from clients who had implemented Kudos Badges to ensure it met its intended objectives. Clients' feedback was forthcoming, but ISW needed to implement changes to Kudos Badges quickly and effectively to ensure success of their new product.

Source, build and release

Says Wayne Tomlinson, Business Development Manager at ISW, "Our challenge was that we had minimal time and resources to invest in an advanced development environment for our Kudos Badges solution within IBM Connections. We needed highly responsive and efficient source code, build and release management practices to rapidly incorporate customer feedback."

The ISW development team quickly set about introducing IBM Rational Team Concert integrated with IBM Rational Application Developer to efficiently incorporate client feedback into Kudos Badges. The team adopted an agile approach, developing incrementally and using sprints/iterations, continuous integration and self-documenting release management.

"Rational Team Concert enabled us to use change sets that are visible in the Pending Changes view and are backed up. We can easily suspend or reverse our changes according to priority and directly link work items from Rational Application Developer, giving us better traceability," says Wayne Tomlinson.

Solutions Components

Software
- IBM Connections
- IBM Rational Team Concert
- IBM Rational Application Developer
- ISW Kudos Badges

IBM Business Partner
- ISW

"Our developers can now rapidly build, test and deploy the product features our clients want to see. With increased efficiency and agility, we are able to build more and test more, thereby developing more features for Kudos Badges."

— Wayne Tomlinson,
Business Development Manager, ISW

Greater efficiency leads to more features

"Shifting from open source using Subversion to a Rational Team Concert environment has saved us nearly two hours of time per developer each day – equating to a 15-20 percent productivity gain. We also have almost zero developer time during the deployment process," says Wayne Tomlinson.

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ISW now has a one-click build system that is fully automated and fully integrated. Using the Remote Build process, local resources are not locked by the build phase while the Full Build history provides developers with a comprehensive overview of their environment.

Clients are also seeing the benefits of new functionality and improvements more quickly. Because ISW developers can resolve bugs and verify changes that have gone into release significantly faster, clients see the changes to Kudos Badges they requested sooner.

About ISW

ISW is an Australian company committed to achieving excellence in the design, development, implementation, training and support of IT software and services. It strives to provide robust practical solutions to its clients' business requirements and to support them throughout the complete project life cycle and beyond.

About IBM Rational Team Concert

IBM Rational Team Concert integrates task tracking, source control, and agile planning with continuous builds and a configurable process to adapt to the way software developers work – including everything they need to build great software, integrated seamlessly together right out of the box. The Jazz platform, on which Rational Team Concert is based, protects your investment and simplifies your environment increasing the value you are able to achieve in software and systems delivery. For application lifecycle management, Rational Team Concert is part of the Rational Solution for Collaborative Lifecycle Management and the Rational Solution for Systems and Software Engineering.

For further information from IBM

If you would like to speak with an IBM Sales representative please call 132 426 (in Australia) or 0800 801 800 (in New Zealand) or visit us at https://jazz.net/products/rational-team-concert/

For further information from ISW

Contact ISW on 1800 456 001 (in Australia) or +61 3 6216 0111, or visit www.isw.com.au. To discover more about Kudos Badges, visit www.kudosbadges.com.