

Successful Transition to Maintenance

By Anja Fryges

In projects in IT, successful completion is only one side of the coin. The other side becomes evident at the latest when you go live. Because at that point, the subsequent maintenance and further development begins. This article shows an example of a project at HSH Nordbank AG to illustrate how the transition from project work to maintenance can be a success.

Requirements and Goals

HSH Nordbank, in the context of this project, intended to build a central management reporting solution for their Global Markets department: the "Management Reporting Package". In Global Markets, among other things, structured investment products are managed for which there is a need for global strategic control, as well as ongoing operational adjustments. The information required for this has previously been distributed across a number of locations and trading systems. The goal now was to develop an information platform which offers all the Global Markets locations the capability of preparing necessary information and retrieving it at any

time. There was also the requirement that even a one-time login should be enough to use all the data and functions for the strategic funds and management reporting system.

Goals and Key Requirements at a Glance:

- a uniform database for reporting
- flexibility of reporting formats
- replacement of various existing individual solutions (MS Excel)
- monitoring and transparency of data quality
- consolidation of the information needed from the inventory management systems and options for manual correction
- reduction in operating costs
- display of result and risk figures according to different aggregation levels (portfolios, locations, etc.)

Nordbank, and other external partners) had to happen in a very short time. Direct, close collaboration with those responsible at HSH Nordbank made it possible for the application to be put into production only three months later.

There was already a need for further development even at that point. For these change requests, which had already been proposed during the final testing, MaK DATA SYSTEM was also entrusted with implementation.

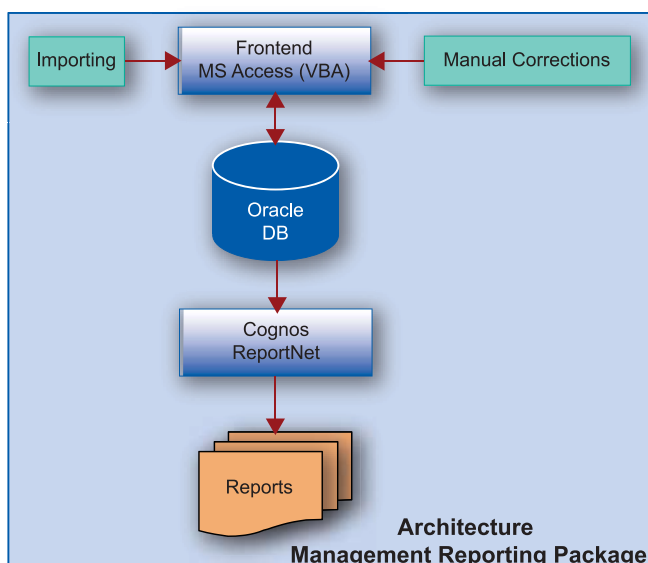
The Path to AMS

The good relationship between HSH Nordbank and MaK DATA SYSTEM which had formed in the meantime then quickly led a contract for Application Maintenance Services (AMS).

Within the specified service levels, the HSH Nordbank application is maintained and further developed to continue to improve its functionality and to keep it at the current level of requirements.

AMS for the maintenance of individual software is offered by MaK DATA SYSTEM as a structured service. The contractual regulations required for this determine things like

- hourly quota
- service times and, if necessary, times of availability
- reaction times



In order to be able to keep the originally planned date of implementation, two MaK DATA SYSTEM employees were temporarily employed in support of final tasks on the front end. Coming up to speed in the already complete parts of the application, technical and IT concepts, and the approval with all the participants in the project (the department, internal IT at HSH

HSH Nordbank AG decided in favor of AMS in order to profit, even with a comparatively small hourly quota needed, from the advantage of continuous availability within the agreed service hours and a stand-in arrangement.

Additional advantages for the customer provided by AMS are in the area of cost-effectiveness (cost reduction), transparency (permanent availability of status information for tasks, detailed reporting), reliability, and short-term, flexible processing of requests.



About HSH Nordbank AG

HSH Nordbank is a strong business bank in its home region of Northern Europe. It provides the customer with an innovative product and service portfolio, combined with customized consulting in all business fields, including private customers.

In selected growth markets, the bank acts globally; international

business fields are transportation and real estate. HSH Nordbank AG is a leading financial services provider in the transport industry and is the largest in the world in the shipping sector. In all, customers are cared for at 17 foreign branches in the Baltic Sea Region, Southeast Asia, and the important international financial centers of New York, London, and Luxembourg.

HSH Nordbank AG was founded on June 2, 2003 from the merger of the Hamburgische Landesbank and the Landesbank Schleswig-Holstein (LB Kiel). It has total assets of about 190 billion Euros and employs some 4,400 people around the world. HSH Nordbank has a dual headquarters in Hamburg and Kiel

www.hsh-nordbank.de

Application Maintenance Services Leave More Time for New Ideas

AMS for Your MS Access Applications

By Ulrike Mathews-Krabbenhöft

In many companies, MS Access applications of varying complexity are used on a regular basis. These applications have usually been developed by committed employees from the department or by an external company, when there was a need for an easy-to-build database and automation of tasks in the department. In the meantime, these applications have grown. Additional processes need to be integrated, or adjustments made for changed processes and organizational structures. To solve these often difficult tasks, MaK DATA SYSTEM is ready to support you.

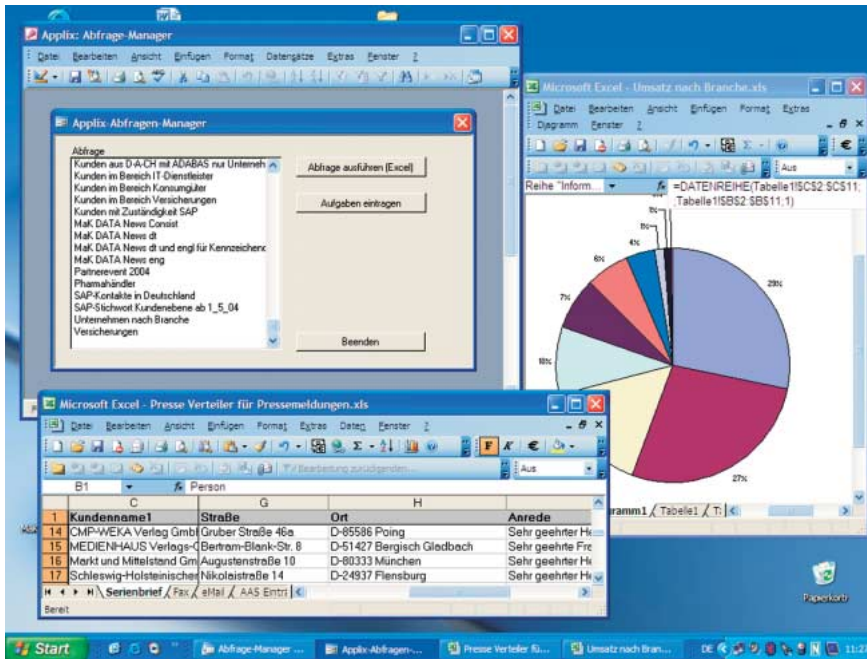
Initial Situation

Operational Access applications have proved simple and practical. But now, new tasks need to be implemented in an analogous way. However, there is often no complete documentation of the existing applications to provide clarity about how, exactly, they work.

When sporadic errors arise, there is often no employee available with Access expertise, and the scope of work expected generally doesn't justify training someone. For instance, the former developer may no longer be in the department, or may need time for new ideas. The greatly increased core business may no longer leave

any space for in-house development of custom departmental software.

These scenarios justify consideration of placing the Access applications under the supervision of Application Maintenance Services, AMS, by MaK DATA SYSTEM.



Individual Access applications covers many special business needs.

Examples from the Experience of an Access Customer

A large engine manufacturing company in Kiel is one of the customers who recognized this years ago, and has given an increasing number of MS Access applications into the care of MaK DATA SYSTEM. The starting point in this case was a group of safety management applications.

To ensure a high standard of safety, survey teams of safety inspectors are regularly active in the operation, recording improper situations and correcting any problems discovered. The administration of the notifications and work lists is done using an Access application, which stores a profile of activities to be performed for the entire personnel list. As a result of this work, invitations to precautionary examinations and any needed training must be generated for all employees regularly and in a timely manner. The measures already taken are managed and the data prepared for statistical purposes. All that is done with a second Access application. In the context of continually growing requirements for healthy working conditions and environmental protec-

tion in the workplace, a manageable documentation of measurements performed of environmental factors, like light, noise, dust, poisons, and a display of the appropriate limit values is more and more important: A "measurement registry" application is already being developed.

Time for New Development

By contracting Maintenance Services the department has the opportunity to concentrate on the development of ideas for the optimization of processes. They don't need to worry about Access know-how, because MaK DATA SYSTEM is there as their partner for consulting and implementation. If there is a customer desire for a move to a different technology, or if consulting indicates that this would be recommended, there are other specialists available in the AMS team for those technologies, and so the customer gains a great deal of flexibility. Migrations to more future-safe technologies, like .NET, for instance, are also possible within the framework of an AMS contract. Periods with greatly varying requirements can easily be supported by the team. The AMS team at MaK DATA SYSTEM is always available for the

customer, if necessary, and can react within the reaction times regulated by the AMS contract. For these reasons, the outsourcing of maintenance, even for "little Access applications" always pays off.

◆ www.makdata.de/ams

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