

“Business Beam’s knowledge and great experience helped our team to attain this level of expertise in Software process improvement journey”,
Akbar Ali Sharif,
Chief Executive Officer

“We are highly indebted to Business Beam for refining our vision and providing us the right direction”,
Amar Gangwani,
Software Process Improvement Manager

eDev Technologies

Summary

Number of Employees:	70+
Geographic Scope:	Karachi, Pakistan
Project Dates:	May 2005 – Nov. 2007 (<i>under PSEB project</i>)
Scope of Services:	In-house Trainings, Gap Analysis, Documenting Policies, Processes & Procedures, Process Implementation Support, and CMMI SCAMPI C Appraisal.

Background

eDev Technologies is a multinational software company having delivery centers in Toronto and Karachi, and is providing offshore enterprise software solutions and services to clients in Canada and USA.

The company looked towards CMMI for enhancing software deployment capabilities as well as building the trust and confidence of its clients. The company was already ISO 9001 certified before starting the CMMI based process improvement initiative.

Approach

Business Beam (Pvt.) Limited started the assignment with a comprehensive Gap Analysis and CMMI introduction training. With the help of its proven process improvement methodology, our advisors promptly identified the issues and developed a roadmap for process improvement.

Regular advisory sessions proved highly effective in defining new processes and enhancing the existing ones. Multiple training and mentoring sessions were organized to ensure long-term sustainable process improvement. Almost immediately, eDev Technologies started reaping the benefits of these efforts.

Since the organization was already ISO 9001 certified, one of the important objectives of this assignment was to integrate the newly defined processes into the existing QMS. For the purpose, our advisors designed an integrated Process Maturity Framework. This integrated framework held all process-assets, and provided compliance with both standards. It also provided a strong yet flexible base to absorb further improvement initiatives without requiring significant change.

To ensure the effectiveness of the implementation, our advisors also performed comprehensive SCAMPI C Appraisal, and advised further improvements to the systems.

Results

Custom tailored processes to fit its business model enabled eDev to reach high levels of productivity in a relatively short span of time. Estimation capability of its managers has improved, and measurements brought higher visibility in its projects. Most importantly, the overall number of appreciation emails from its clients has increased significantly.

eDev Technologies has achieved CMMI Maturity Level 2 after a successful SCAMPI Class A Appraisal, and also maintained its ISO 9001 certification.