



## Arcad Pack for i SUCCESS STORY

### Community Health and Counseling Services



#### The Customer

**Community Health and Counseling Services (CHCS)** is a private non-profit organization providing community-based health services across the state of Maine. « Their IT infrastructure is based on IBM i for Power Systems running a suite of business applications developed in-house in RPG and ILE, over DB2 and SQL.

#### The Challenge

The IT team at CHCS already had a change management system in place, but over the years they had become less satisfied with the product. The main issues they faced were declining technical support, the lack of forward progress and enhancements with the product, and the ever rising cost of maintenance. CHCS is a non-profit organization and all cost savings are important. The team was looking for a reasonably priced solution that could meet their existing needs and also prepare them for future technologies.

" Out of the blue I receive a call from an IBM sales rep who proceeds to tell me about ARCAD and how they can meet all my needs..."

"...after seeing a demo of [ARCAD] we learned of features that we did not know existed that became very exciting to us..."

#### The Search for Solutions

CHCS had already investigated change management systems for the IBM i several years prior, and evaluated the major names in the business. They carefully chose the system they believed would suit their needs then and in the future. Since that time, the company that produced the chosen product has changed hands. The technical support for the product has declined, and the product is no longer keeping pace with technology.

Once again, being non-profit, a major driving factor for CHCS has always been cost. CHCS decided to evaluate Aldon and Rational Team Concert (RTC) as possible replacements for their existing change management. They made extensive research into both products. In the end it was decided that both products evaluated could meet their needs, but there was a problem. The costs associated with purchasing these products, implementing them, and being trained on them was just too high.

It seemed CHCS had reached a dead end and would need to continue to pay the ever rising maintenance costs on their existing product.

#### The Selection Process

CHCS wanted a change management system that provided cross reference information for both table and program objects. They needed a system that had plugins for Rational developer for i (RDi). The system needed to handle ILE and SQL well. It needed to handle concurrent development, it needed to be easy to use and learn, and it needed to be cost effective.

CHCS was pleasantly surprised when they began talking with ARCAD. The ARCAD sales rep understood the situation they were in and a demonstration of the product was done.

#### Surprising Results

During the product demonstration CHCS learned of features they didn't know existed in change management products. They saw cross reference down to a field level and across platforms. They saw a system that could handle their ILE and SQL development, and they learned of ARCAD's version control concept.

One of the major challenges at CHCS had been concurrent development. Some programs need to be changed at the same time for several reasons. Their existing system could handle it, but it was difficult and time consuming to do. They could only check out the code once, this caused many headaches as it required special workarounds to handle the situation every time it came up, and it was happening more and more.

ARCAD's version control concept eliminated this headache completely. CHCS saw how ARCAD could have the same code checked out and being worked on in many different code lines for many different reasons. They saw how conflict resolution could be handled and they saw that these were core concepts of the ARCAD workflow. CHCS decided to pull the trigger and give ARCAD a shot.



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" In my opinion,  
deployment went very  
smoothly..."

" I love the concept of  
version control very  
much "

" With ARCAD there are  
no worries at all. "

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## Implementation

To control costs, implementation was done via the Internet. The product was installed and configured remotely by ARCAD consultants working with CHCS.

ARCAD found errors in their system that their prior system had overlooked that needed to be corrected, but that was the only minor bump in the road. Once those error conditions were cleaned up, implementation went quickly and smoothly. The ARCAD technical support team was responsive and very helpful in answering all their questions and making time available to assist them. ARCAD was able to work within the schedule CHCS laid out in regards to training. Training was also done remotely to save the cost of flying a consultant to their site and so on.

## Unexpected Benefits

In a short amount of time, CHCS began to see the value and strength of the ARCAD solution. Programming changes began to flow much smoother.

The concept of version control did not exist in their previous product. The previous product was more patch management than real version control. Suddenly, working on the same code for different reasons was simple. No more headaches. CHCS was also surprised at the depth of the cross reference information found in the ARCAD repository, another feature they did not have in their previous product. They find themselves using this feature all the time now to see where a field is referenced, where a table is used, or where an RPG ILE procedure is called for example.

CHCS was also impressed with the configuration of the ARCAD product. Before ARCAD they required many change management applications to perform what they found ARCAD can do in one simple application. Before they needed a separate application definition for every library on the system they wanted to maintain. With ARCAD's unique internal architecture, this complex web of applications was reduced to a single application that provided the same, and more functionality than before. Maintaining the system became very easy with only a single application to worry about.

The checkout process is a lot smoother at CHCS now. They have business applications that cross libraries. In order to make a change they may require objects from any number of various libraries. Prior to ARCAD this meant checkouts and deployments in multiple applications for a single change. With ARCAD this is all done in one version under one change.

The promotion of changes is also a lot smoother at CHCS now. The prior product did not have a true repository and could not provide the level of dependency analysis that ARCAD can. CHCS was always worried that if they altered a table they would have issues. With ARCAD and its open repository, this worry has vanished.

## Business Results

CHCS was able to replace their existing change management system and fully implement ARCAD in a short amount of time and costs were kept under control. Thousands of dollars have already been saved in several ways. The product and its associated maintenance costs are more in line with what CHCS had in mind. In addition, the "worry free" operation of ARCAD has allowed CHCS to make changes and not spend time making sure they will actually work. The repository has lifted that burden from them.

CHCS says the overall experience of working with ARCAD software has been very positive. They claim the technical support is excellent. In their words, *"it's much better than the support offered by our previous vendor."* CHCS truly feels ARCAD values them as a customer and is responsive to their needs.