

CASE STUDY

Middleware technology to enhance LEADING BPM¹ SOLUTIONS

Systems development efforts are time costly between numerous design iterations from business process modeling notations (BPMNs) to systems and process workflow design, extended implementation time of business process and use cases. As such, there is a critical need for a tool that saves time and reduces errors in automating and translating designs between different workflow and system design platforms.

The client

Zynium Corp. is the US-based market leader in Middleware for Workflow and business process management solutions. The company helps customers to accelerate revenue, reduce costs, improve quality, ensure compliance and drive innovation throughout the product lifecycle. Zynium has a broad suite of best practice, enterprise-class PLM solutions and focused implementations.

The Idea

Systems development efforts are time costly between numerous design iterations from business process modeling notations (BPMNs) to systems and process workflow design, extended implementation time of business process and use cases. As such, there is a critical need for a tool that saves time and reduces errors in automating and translating designs between different workflow and system design platforms.

Dutch Dwight, Zynium

"OSF Global Services work clearly exceeds the Asian model. Westerners have cultural nuances, which do not explicitly meld well with the Asian cultures. The inherent cultural and societal characteristics are nearly not as great when working with Eastern Europe. The work ethic is very strong and when necessary will the team from OSF Global Services will burn the midnight oil to deliver the product with high quality."

Many BPMN and modeling tool vendors have developed their own Visio import capability, with varying degrees of success. Our client wanted to develop an integrated, universal import tool between Visio and different BPMN platforms.

¹ Business Process Management

The Challenge

OSF Global Services team had to adapt quickly to the client's demand and go through the challenges and niche specifics of working with BPMNs. Supporting the interaction with various engines from different 3rd party BPMN platforms, some of them just in the production phase required extensive analysis for seamless data export/import and integration capabilities.

The key challenge was to translate and mitigate, based on file mapping the differences between the original Visio shape and the resulted diagram.

The Solution

OSF Global Services professionals teamed with Zynium to develop the application that enabled the mapping processes to support imports and exports for numerous engines. Our team also generated different builds and application packages, sent to the of Zynium's customers for their specific platforms.

Working closely with the client, we packaged a integrated flexible application for different engines, an easy to use solution even at modular level, either as a Visio add-on, stencil, validator, etc.

Technologies

.NET 1.1, .NET 2.0 frameworks, Microsoft Visio SDK Visio and the Visio environment, XML files, BPMN notation

The Results

The final result was not a single-use solution, but a modular one that enables further development in order to address all future Zynium clients' needs. The value of the solution developed for Zynium is reflected on it's market success, both on the solution sales but also on attention and positive market coverage from famous analysts like Gartner. Another solution success factor is the intent to continue integration between with a even greater number of BPMN platforms.

Win van Mourik, Zynium

"Working with OSF Global Services has been a 'no brainer' for us for several important reasons. The work ethic is very strong and when necessary the team from OSF Global Services will burn the midnight oil to deliver the product with high quality. The unflagging attention to creativity and desire to do the correct thing instead of the quick fix has taken us to a higher level of product sophistication and simplicity. The project management issues of risk and timeliness, typically associated with Off Shoring are mitigated due to the geographical location that allows for communication during normal business hours as opposed to other companies located in the Far East."