

BE FREE

BE FREE OF
SOFTWARE

MAKE OLD SOFTWARE NEW AGAIN
SERVICE CORE



ORGANIZATIONS ARE HELD HOSTAGE BY LEGACY APPLICATIONS

Despite the business benefits of migrating applications to new technologies with greater functionality, scalability and stability, the transitions can create very trying circumstances.

For IT, transitions create extra work, longer hours and higher stress. For employees, customers, and partners, this can disrupt access to vital applications and services. For management, it often means budget overruns and end-user complaints. For the enterprise as a whole, transitions can delay new strategic initiatives aimed at creating competitive advantages.

But many reasons can cause an organization to decide not to migrate or convert an existing application: costs, dependent technology constraints, loss of knowledge or documentation on all or part of the application, link with another system or organization that is at an unmoving state of currency. These are just some examples of getting an application frozen in time.

The enterprise needs to keep its business going, data to flow and be processed and to interact with interdependent systems.

Maintaining and supporting your applications regardless of technology age or level of currency and documentation can be critical to sustain your operations. There is no avoiding it.

One day you will decide to move the application to the latest technologies and practices, which can be another daunting initiative.

BestIT will free you from the liens and constraints bearing on your legacy applications. Whether to maintain and keep your application performing smoothly, or

to uplift it to integrate new technologies, or finally to convert it to the current technology landscape, we take care of it for you.

Our specialists and experts have years of experience in **Application Development and Support and Maintenance (ADSM)** utilizing a wide variety of languages such as Visual Basic, Oracle Forms/Reports and FoxPro as well as most languages and development environments, including C#.Net, ASP.Net, SSIS, SSRS and SharePoint. These experts will analyze your current systems and provide you with recommendations on how to keep your applications running, to move them to the latest technologies that will help drive stability, maintainability and scalability.

BestIT can relieve you from the burden of maintaining your old system. Once we have an understanding of your systems, we put resources in place to maintain the status quo in your old system and keep it running with the best possible performance, proceed with select changes whenever possible and keep the house in order while you are working on replacement solutions.

UNDERSTAND YOUR APPLICATION LANDSCAPE

One of the most important stages in the effort to maintain and support an application is to learn how it was built, how it works and understand the current configuration and state, location and functionalities.

In some cases, the knowledge is gone as people retire or move on, documentation is lacking and the exotic language used is known only by a handful of experts who vanished years ago.

Some of the Application Management strategies include:

- Rebuilding documentation and knowledge from anecdotal knowledge, end-users' experiences, bits and pieces of documentation or know-how.
- Reverse engineering of the application, which means translating back the code into

functionalities, specifications and flow charts.

- Test-running the application in a safe environment to observe the procedural and dynamic (execution) behaviors of the application, to at least be able to run it again with sufficient predictability and security.

The complete configuration description is a knowledge milestone as this refers to all technology systems, equipment, operating requirements, skills and resources necessary to operate and maintain the application.

Finally, the rebuilt knowledge needs to be kept up-to-date and stored in a location which is both accessible and safe, so you don't find yourselves again in this situation moving forward.

Replenishing Application Knowledge

BestIT's experts will determine the best approach to rebuild the lost or inadequate knowledge of your application and the associated data processing. Because an application is rarely working in a stand-alone situation, intra (between modules) and inter (with other applications or systems) dependencies will be validated as well.

Knowledge transfer tools and techniques will be invoked as appropriate, including shadow operations, interviews, documentation reviews and analysis, reverse engineering, etc. The knowledge assets created as a result will be formatted using your knowledge management standard or best practices by default.

The new knowledge assets and documentation will then be placed in a specific repository managed and operated by your organization: you need to regain ownership and control of this knowledge. Don't be kept hostage any longer.

Finally, procedures will be written and put in place to make sure that the fresh knowledge will always remain current, today and with the future changes or maintenance efforts.



UPLIFT, CONVERT OR REWRITE YOUR APPLICATION

Now that your application is running smoothly again, you want to decide what to do with it. How long are the constraints hindering the changes or conversion going to remain? Can you really afford not to upgrade this software? What are the costs / benefits of doing nothing versus doing something?

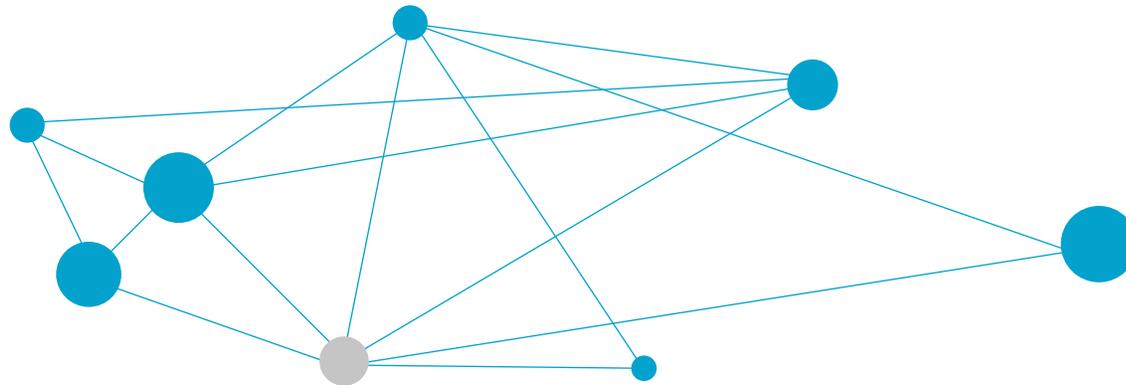
Several options can be explored to solve this headache:

- Uplift the application into a more manageable environment, through straight migration or encapsulation into a virtual environment (e.g.: private cloud)
- Convert the application to a current and desirable technology landscape (e.g.: FoxPro into .Net). This can be done using a conversion / translation tool, which usually does 70 percent to 90 percent of the conversion, the rest being manual and ad hoc.
- Rewrite the application if it is too complicated, costly or risky to do a conversion or uplift. By refreshing the functional and business requirements, you can both recover an application that you can maintain at an acceptable cost and deliver the new features and functionalities that your end-users have been dreaming of for years.

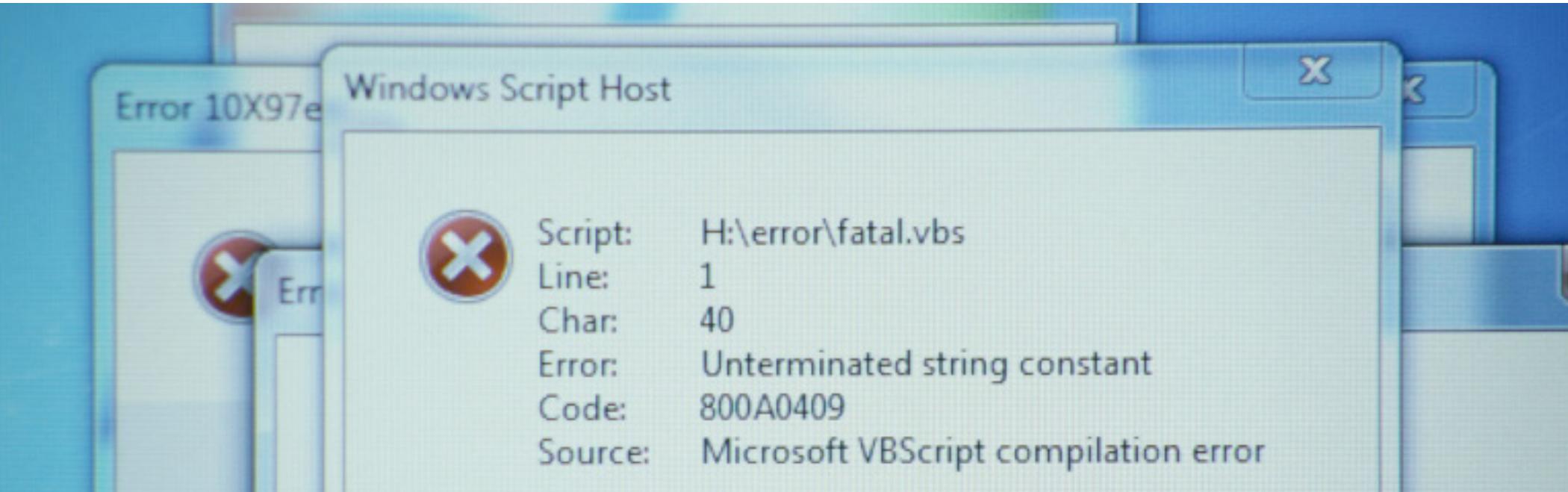
BestIT will dedicate a team specialized in application uplift, conversion or rewriting, after a decision has been made regarding the optimal strategy. We will help you in making the call and possibly running a short assessment and analysis effort to provide you with the data points you need.

Once the decision is made, the team will prepare a comprehensive plan which includes the migration effort from end-to-end until successful completion and deployment. This also includes the data architecture, process flows, security requirements and additional details. If appropriate, new development requirements (business, security, compliance) can be added to the original set, to create a combined set. If this is an uplift or conversion, all changes will be deferred until after the converted application has been declared deployed successfully (this would otherwise create an exponential risk of failure to the overall project).

An application overhaul is a project, sometimes complex and always time and quality sensitive. BestIT will leverage its **Program Management Office** to ensure that proper discipline and best practices ensure a successful execution.



PLAN FOR FUTURE RELEASES



Most organizations do not have a continuous process for preparing and deploying applications and changes in a reliable, consistent way.

What's needed is continuous application readiness; an efficient way to plan application releases that gets you through your immediate need, but also prepares you for the next. Every release should be undertaken with the future in mind. The ultimate objective is to build an environment that adapts to both fast-changing technologies and ever-changing business requirements with equal ease.

Depending on the needs and complexity of the Application Readiness, the approach can be as simple as an Application Manager, or can include a staging process with Release Manager(s) combining multiple changes in one swift operation, or even an end-to-end management of the life cycle of a single or a portfolio of applications.

Each phase of a staging process implies a verification of readiness of the change "bundle," cross dependencies validation and testing, end-user deployment and training

plan as well as impact analysis on the business.

BestIT will use industry best practices in Project/Portfolio Management and Software Development to keep your applications running efficiently and smoothly.

This is accomplished by:

- **Rationalized, customer-focused requirements and prioritization process**
- **Appropriate communication and transparency**
- **Clearly-defined software management, change and deployment policies**
- **Clear installation and frequency policies**
- **Staging and verification / acceptance processes**

BestIT will help you determine between multiple small changes, periodic bundles and continuous readiness, which is best suited to your unique needs and constraints.

BestIT can help **maximize** your old software and make sure it's still part of your efficient systems and processes, while taking some of your older vendors out of the picture so you save money. And we'll help you position your IT system properly for bringing in new software and technology, when the time is right.