

Prōlifics[®]

COLLABORATIVE, DEVOPS APPROACH MODERNIZES SYSTEMS QUICKLY

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Our Client

Our client is a UK leader in resource management services (RMS) and outsourced recycling services. They help their customers optimize their environmental and financial performance. This is a new client for Prolifics; MuleSoft introduced us. RMS chose Prolifics in part due to our DevOps expertise and hybrid delivery model.

The Challenge: Legacy Systems Stunt Growth

The past few years RMS has undertaken a massive business expansion – acquiring a lot of other companies to come under their group umbrella. Their forecast for this group of businesses includes continued aggressive growth.

But the client had been using a monolith legacy application for more than 20 years. In that time it's since gone through a number of customizations, and has now reached a state where a simple change – like introducing an additional field – would take three months at considerable expense. So, accommodating the growth under the legacy application would mean huge costs, effectively bleeding away their IT budget.

Along with this lack of agility and accommodation, RMS had a looming, drop-dead renewal date on the legacy license itself, with a huge price tag. They also found itself with fewer and fewer IT employees knowing how the legacy system operates. RMS needed to modernize for today's IT professionals.

The client decided to replace the monolith legacy application system with Salesforce to enable various APIs and other integrations. They then decided to couple Salesforce and MuleSoft, creating a program of work that included the introduction of Salesforce, MuleSoft and the development of internal applications for internal users – billing, selling and order management.

Another challenge is RMS' inability to effectively deal with offshore developers. They tried this cost-saving approach with other implementations, but didn't have infrastructure to deal directly with such a group. Other projects floundered due to this lack of governance.

MuleSoft needed assistance for such a large implementation project and gave RMS a list of partners they work with. RMS liked how Prolifics presented itself on our website, our DevOps capabilities and our hybrid onshore/offshore delivery mix.



The Action: Managing Multiple Activities at Once

Prolifics went in for initial discussions on the project approach, unlike what RMS had experienced with a previously unsuccessful implementation project in which they dealt extensively with a group of offshore developers. RMS recognized the benefit – rather than just providing a group of offshore developers, we could provide the entire package through our hybrid delivery model. This included the local UK team supported by offshore architects and offshore development capabilities. RMS liked this model because it took away their pain of dealing with offshore personnel.

The first part of the engagement was understanding what RMS had and what the actual requirements were. RMS to that point hadn't been able to give any real requirements, just an assumed number of APIs of varying complexity. So, we went through that inception phase to understand:

- What used to get done?
- What does the technical landscape look like?
- What is it that needs to be integrated?

In the phases that followed, we built and configured the platform. RMS was forward looking as to what they would like to be as a company, having put together a certain amount of DevOps processes for their iOS deployment. Therefore, they were excited for us to include DevOps processing and utilization of Confluence (a corporate wiki platform) within our work.

"We didn't paint an unrealistic rosy picture, and that's something RMS picked up on. We weren't appearing naive. We were able to articulate what the challenges were going to be. They liked the fact we didn't endorse a purely offshore-led model, they liked the hybrid approach to it. And from , we were able to tailor the numbers so it was acceptable from the commercial position."

- Christopher Medley, UK Account Executive



We dedicated a lot of time to RMS as we configured the platform and built the new environment. RMS wanted to ensure they could run rapid deployments and manage the platform going forward, correcting one of the original problems of changes taking months.

A theme through our entire work with RMS was that they had been learning and developing Salesforce at the same time. So, we would come out of phases without a fully signed-off, completed design, because we wanted to be able to work in the agile way. We wanted to accommodate changes as we were going along – accommodate the changes and the changing levels of knowledge that RMS had as they were going along.

This included a daily call with the RMS software development manager, to run through what they now wanted, and how we were changing MuleSoft to be able to accommodate what they wanted. Daily meetings included architecting, delivery, security and infrastructure when needed so we could build the complete picture of where they wanted to go. It was a very fluid environment, rather than being the hard and fast gated environment that software development sometimes can be. Ultimately, though, a one-word summary would be “collaborative.”



The Results: Multiple Apps Go Live at Once - Reduce Costs, Save Time

Prolifics is still currently in the implementation phase, with a “big drop and go live” scenario with MuleSoft, Salesforce and all other apps going live at one time. This is not the optimal method, but due to the workings of the legacy system, one large “cut over” is necessary.

Results can be broken into three groups at this time.

To-date benefits include:

- Overall systems architecture is in place
- Implementation of reference architecture and platform has been set up
- Integration of all apps interacting with legacy system to Salesforce, Azure and AWS cloud using new integration platform
- Documentation of everything in a corporate-based wiki, as well as the MuleSoft platform. RMS can now broaden both the team and the team skillset.

After “go-live,” RMS will have:

- Reduced costs
- API-led connectivity and reusable APIs
- Reduced time managing APIs
- Up to 20 percent time savings for the development of new applications

Next, Prolifics will:

- Work with RMS in other areas of its business with the potential for other projects
- Build more APIs and focus on the RMS mobile platform
- Move all public facing apps into the new integration platform
- Have the potential to help RMS with their self-recognized need to change the way they do all levels of testing
- Have the potential to implement managed services

Prolifics has created the foundation for changes to occur at RMS in a swift and efficient fashion.

Prolifics[®]

Prolifics is a digital engineering and consulting firm helping clients navigate and accelerate their digital transformation journeys. We deliver relevant outcomes using our systematic approach to rapid, enterprise-grade continuous innovation. We treat our digital deliverables like a customized product – using agile practices to deliver immediate and ongoing increases in value.

We provide consulting, engineering and managed services for all our practice areas – Data & AI, Integration & Applications, Business Automation, DevXOps, Test Automation, and Cybersecurity – at any point our clients need them.

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