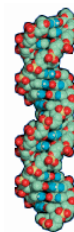


**Customer Case Study:
Software Development Life Cycle**



Plexent was engaged to implement our itDNA™ tools for a cellular repair organization.

The environment at the time of our arrival included 100+ computers connecting to a legacy VB application via CITRIX with SQL Server 2000 on the back-end.

Situation

In the absence of documentation of the existing application, Plexent was tasked with reverse engineering of the VB application and developing new systems to meet the customer's changing demands.

itDNA™ Opportunity

We began by documenting the environment and system configuration. We then benchmarked the system performances and monitored network loads. Once this task was completed, we traced the application events and captured their functionality/object relationships.

From this, the team built two prototype applications on the Microsoft platform which replicated a single function of the legacy system. We then compared the benchmark results and began the process of analyzing the users needs, the available resources and required timelines.

Because the existing system was still in operation (and required for corporate continuity) our tasks were divided into analysis, remediation, development, testing, implementation, and revision control. We were able to identify the "best practices" of the VB application and re-engineer them into the new software suite.

For purposes of development, we built a test environment that included: a network server configured identically to the production server, development and test workstations that were identical to those in use in production.

From this launching pad we could replicate data, simulate environments, test "stress" loads, and manage multiple SQL Server databases.

The basic requirements called for a system that was modular, comprehensive, and scalable. Modularity allowed us to develop, test and implement specific functionality without negatively impacting the business.

It also allowed us to provide Rapid Application Development (RAD) solutions in response to incidents arising from the legacy system's deficiencies.

Communications with the client consisted of serving as a stakeholder single-point-of-contact, regular

management review meetings, and written status reports.

Software releases and change management were coordinated and implemented through the direction of a project lead and project manager who worked together to oversee the efforts of the development team, manage the priorities and timelines, and document the processes at each step.

Result

By focusing development efforts on the areas which resulted in the quickest return on investment and compliance, the Plexent team built a data model that has helped to recover or generate revenue for the customer in excess of \$7 million dollars in a period of 11 months.

Quality has increased, system performance has improved, and production efficiencies have been realized.