

# Intelligent Management of Outsourced ADM Vendors

**Achieve transparency over your application development and maintenance supply chain**

*“With CAST software, you can analyze the work delivered, optimize costs and improve future delivery,”*

CIO, Global Financial Services Company

## Losing touch with your outsourced applications

When outsourcing Application Development and Maintenance (ADM), many companies find themselves falling into a reactive mode of management. The tendency is to rely on Service Level Agreements (SLAs) that focus almost exclusively on testing and live application performance in production, without any insight into the quality of the product itself, i.e., the software. So what is the result of relying upon inadequate SLAs to manage even the most well-intentioned outsourcing vendors?

After a few months into outsourcing, IT organizations gradually lose visibility over the quality of the applications being developed, and the applications themselves.

With systems becoming increasingly complex, the situation can easily lead to:

- missed deadlines or delayed project deliverables
- unsatisfactory deliveries
- less responsive service to the business
- heightened security and stability risk
- resource lock-in
- increased maintenance costs

This is especially apparent when outsourcing vendors may not rigorously follow the development and architectural guidelines key

to the organization. This lack of coordination escalates live testing and change request costs. Mainly, it translates into greater risk and less predictability.

## Automated code review for greater visibility

Outsourced teams must be held accountable for their deliveries, which can only be done if you have a way to manage and measure their output in an objective manner. CAST enables continual and objective assessment of the Technical Quality of applications being delivered to the business.

The CAST Application Intelligence Platform (AIP), relying on advanced source code analysis technology, is designed to help IT organizations to create a transparent and objective relationship with suppliers. No other product on the market provides the depth, breadth, and scope of analysis available with CAST AIP.

## Outsourcing governance with metrics and guidelines

Your outsourcer is now in charge so how can you ensure you are still proactively managing your outcomes? Experience has shown that major performance and scalability problems are often caused by poorly developed

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## Immediate and enduring ROI

Use factual information to manage outsourcing relationship

- De-risk the sourcing negotiation with transparent effort estimation
- Get a handle on change request costs with objective measurement of outcomes

Proactively manage quality of outsourced applications

- Reduce risk of problems experienced by the business
- Shorten “time-to-acceptance”

Increase agility and responsiveness to end-user needs

- Work with vendor to optimize maintainability, to ensure ongoing responsiveness
- Manage the transferability of software, guarding against lock-in to specific resources

architecture or poor coding practices among developers. Such errors can be uncovered by analyzing the source code early in the development cycle.

With CAST, you can automatically monitor compliance with development best practices and architectural guidelines. IT managers can easily measure applications against a set of quality rules pertaining to architecture, documentation, performance, database access, best programming practice and more while looking at the trends across teams, or the same teams over time.

The enforcement and correct use of existing development frameworks, naming conventions and programming best practices all result in applications that are much easier to maintain and more easily understood by new team members.

## Supply chain transparency leads to better product and reduced risk

Our colleagues in manufacturing have learnt a long time ago that in order to master the supply chain it is essential to measure quality all along the way. Measured, managed and optimized supply chains are symptomatic of industries with mature processes.

CAST offers the only analogous measurement approach for the software delivery industry. By using CAST to measure Technical Quality throughout their supply chains, IT leaders are minimizing and eliminating risks of problems such as data corruption, system interruption, unpredictable behavior, and poor application security.

Proactive management of quality means that quality is built into the end product delivered to the business, rather than “tested in.” It means avoiding unpleasant surprises identified while testing at the end of the development chain or,

worse, while operating your business.

## Improve predictability of change requests

What do you know about the complexity of your outsourced applications and what it will cost you to modify them? Are you confident that your outsourcer can make these estimates without your support?

With CAST software, you can analyze the work delivered, optimize costs and improve future delivery by automatically monitoring the complexity and maintainability of your applications—across all tiers and with drill-down capabilities—to best understand the output being provided.

CAST can provide estimated costs and effort by comparing versions of an application over time (or benchmarking) broken down by levels of complexity and offer insight on how resource intensive a future change should be. The more complex an object, the more time and effort it will take to modify and test it.

## Avoid resource lock-in

To fully reap the benefits of outsourced development in a global sourcing environment, CAST helps you and your vendor to move fast to save costs and reduce risks. CAST products ease the transfer of an application from one team, or individual, to another, helping new personnel to easily find their way within a large amount of source code.

With CAST, you always have access the technical Knowledge Base (repository of all the metadata collected). This provides real-time documentation, in case you eventually plan to bring the application back in-house or safely transfer it to another link in your software supply chain.

## Questions?

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