



# **Touchless Delivery BPM OutSystems Program**

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Organizations are finding new ways to stay afloat amidst the global crisis. Our client, world's largest maritime services provider, wanted to simplify and accelerate the go-to-market of their applications. To that end, they decided to leverage a customized solution that would develop and integrate OutSystems, a low-code platform with their existing systems.

The client partnered with Hexaware to build the platform capability and support the global roll-out of their General Ledger ERP. The plan of action was to get Hexaware consultants certified on OutSystems platform, complete the Transition from the product vendor themselves and finally take over the development and support services from OutSystems.

After initiating the transition independently, our team carried out the implementation and subsequent roll-out of the application in 50+ countries.



## What is unique about the engagement?



### Fastest Centre of Excellence (CoE) Incubation at Hexaware

- OutSystems COE was **incubated in a record time of one month**
- Consultants were **certified and made project ready within a month of incubation** of the OutSystems practice at Hexaware



### Cross-skilled consultants driving delivery

- A unique feature of this project is that it was **driven by cross-skilled consultants from BPM, PeopleSoft and other Enterprise Solution practices**
- Consultants had no prior knowledge of OutSystems platform, yet they trained and scaled up very rapidly to deliver



### Seamless collaboration across teams

- The project required collaboration with the client team, OutSystems team and **Hexaware team which was spread across 3 different locations in the UK, Portugal and India** respectively. This collaboration was achieved seamlessly.



### 100% remote delivery

- The delivery of the project was completely driven from offshore
- The technical lead, developers, business analysts, testers, platform operations teams project were **operating at offshore completely - based out of Chennai, INDIA**

The project was planned strategically and was carried out in a phase-wise approach for a seamless execution-



Touchless  
Transition Phase



Touchless  
Execution Phase



Touchless  
Deployment  
Phase



Production  
Deployment and  
Go-Live



## Touchless Transition Phase

This was further broken down into a week-wise approach.

### Knowledge transfer week 1

Week 1 Focus: Overview of Application

- Business need of the application
- Development process
- Application Architecture
- Data Source



### Knowledge Transfer Week 2

Week 2 Focus: Coding and technical development

- Code walkthrough by OutSystems
- Integration touch points and business logic implantations
- Platform operations and monitoring



### Pair Programming Week 3 Week 4

- Code walkthrough by OutSystems
- Sprint 8 initiated in the Pair Programming mode
- **Pair Programming** - Each Hexaware developer was tagged to an OutSystems developer for one-to-one training
- OutSystems developer demonstrated the technical aspects of the application to the allocated Hexaware team member
- The OutSystems teams avoided training Hexawarians in groups for a real-time evaluation of their understanding
- This was executed as on-the-job training for an ongoing application development sprint that was being handled by OutSystems
- After the completion of pair program sessions, each Hexaware team member would communicate their knowledge with fellow Hexawarians
- Chat groups were created internally within Hexaware so that track leads could respond to queries from the team and guide them
- Daily plan chalked out and agreed upon by all stakeholders before starting the sessions
- Virtual KT (Video conferencing, Meeting Owl)
- OutSystems team was in Portugal and Hexaware development team in India
- Each day, two sessions were planned - one in the morning and one in the afternoon
- Each session started with a playback of the understanding of previous session
- After every session, a 60-minute window was allowed for the Hexaware offshore team to analyze the information shared and to absorb the content shared in the session
- To ensure that all the team members grasp the concepts, every day, a team member had to present one topic in the playback session
- Each session concluded with Q&A
- After every session, there was a connect with the Onsite Hexaware track lead and offshore team (excluding client and product teams)
- Understanding document sign-off from OutSystems daily
- Each session was recorded, documented and all the artefacts were stored in the Confluence site





## Touchless Execution Phase

### Execution and Reverse Shadow

- Hexaware team took over the development tasks with oversight from OutSystems team and started owning all the technical work
- The team was distributed across 3 locations – Chennai (Hexaware), UK (Client) and Portugal (OutSystems)
- All sprint ceremonies were conducted remotely where all the team members from all 3 locations participated – activities held included, daily scrum, sprint planning, retrospection, defect triage and sprint demo
- Hexaware provided the estimation and design of each of the user stories and this was reviewed by OutSystems teams
- Hexaware also started implementing the best practices like unit test case creations and system testing
- Bugs identified in the system testing were immediately reported to the developer and logged in JIRA
- The team worked in cohesion. They had an internal connect 3 times a day to make sure the team is on track for the delivery
- Each task developed was reviewed by the technical lead and the review comments were informed immediately to the developers and logged in JIRA
- UAT started in Week 6 and Hexaware did the UAT deployment and the data preparation for the UAT environment
- Development team worked closely with the business to resolve the UAT defects and business queries



## Touchless Deployment Phase

### Touchless Deployment

#### Release Preparation

- One week was dedicated for preparing the solution release
- Track owners were identified and given the tasks for production deployment
- Daily scrum was conducted separately for the production release to track the progress of each of the tasks
- Data preparation, user access and business sign-off were completed during this period
- CR was created and the approval was procured to do the production deployment
- Deployment simulation and roll back steps confirmed











### Production Deployment and Go-Live

- Deployment of the application was also done remotely
- A checklist with tasks assigned to each of the track owners from both Hexaware and the client with due date was prepared
- A day prior to deployment, Hexaware ensured that all the checklist items were completed
- On the day of deployment, the team assembled in a remote war room; the team included the platform operations lead, technical lead, client manager, testing lead, engagement manager and the infrastructure manager
- As soon as a person completed his/her task as per the checklist order, they reported it in the remote war room group so that the next team in the sequence could start their work
- Deployment was completed as per the agreed timeline
- Testing team immediately completed the smoke testing and ensured that the production environment was ready
- Continuous support ensued
- Application was made available to all the end-users



## Touchless Execution - Tools Used

	Video conference and meetings	Development	Documentation	Process
Transition				
Deployment & Development				

## About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and Consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight. We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy— 'Automate Everything™, Cloudify Everything™, Transform Customer Experiences™'. Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

Learn more about Hexaware at <http://www.hexaware.com>

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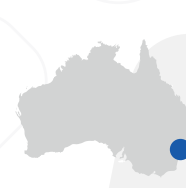
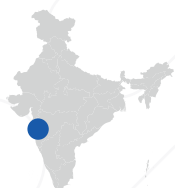
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