

Fast facts

Company: AppPoint Software Solutions

Website: www.appoint.com

Company size: 25 employees

Industry: Solutions

Company Profile

AppPoint Software Solutions, a technology company operational since 2005 focuses on providing innovative solutions and services to assist clients with their software development and testing needs. AppPoint brings together world's best technologies to address critical client business imperatives by leveraging on partnering with industry leaders.

Software and Services

BizAPP solution

TI India zeroed in on AppPoint's BPP Framework BizAPP Studio to resolve this concern.

Its mandate was to have in place:

- ▶ **A customizable but standardized interface to integrate information sourced from disparate solutions**
- ▶ **An automated framework to manage, monitor and maintain programs**
- ▶ **Scalable in keeping with the growth of the company**

Modeling Business Process with BizAPP

"The universal challenge businesses face is the management of process that involves globally distributed team who use disparate performance enhancement tools. This challenge now ceases to be a concern. AppPoint's business process platform BizAPP Studio boasts of an information virtualization capability that allows transparency around the source of information and manages them in an integrated fashion. With BizAPP's modeling driven approach we have significantly saved time erstwhile spent on initial development and continuous optimization." – Canny Thomas

Access and availability to critical information translates to quick decision making, which is the need of the hour. Renowned worldwide as a major semiconductor manufacturer, Texas Instruments (TI) needed to integrate its critical information spread across multiple tools. This distributed environment gave rise to issues like manageability, monitoring and availability that led to delays in decision-making impacting operational efficiency & accuracy.

Transforming Communication

Texas Instruments designs and manufactures analog, digital signal processing and DLP® chip technologies that help customers develop products that matter. From affordable mobile phones that connect more people, to classroom projectors that support remote learning, to prosthetic devices that provide greater confidence, flexibility and freedom – TI technology powers new ideas and inspires better solutions.

Managers across divisions (hardware, software and firmware components), roles and levels define the structure of TI. Therefore, the communication that filtered to the top management differed accordingly. The absence of a consistent and standardized outline meant dependence on various tools, solutions and other resources to simplify the data and present it in a comprehensible format to the decision-makers. This implied devoting a considerable time on collating the disparate information, scrutinizing it, bridging the communication gap etc. Manageability and availability of correct information became a cause for concern.

It was therefore imperative, TI have a standard interface with a single point real time view and review of data that synchronizes the information flow across the various divisions and present it in a precise format accessible to its end users. This would enable faster decision-making and facilitate collaborative execution in operations.

Business Resolution

AppPoint employed its BPP framework BizAPP at TI. BizAPP helped integrate disparate information, automate various processes and allowed the organization total control on managing easily day-to-day business functions. Its direct link to the data sources rendered unnecessary the manual collation of data. Synchronization of the information was a click away. TI opted for partial automation to begin with. Flexibility and control over information was the added advantage. It obviated the manual intervention and ensured accuracy and the time spent importing and exporting the data between enterprise tools Microsoft EMP, Microsoft SharePoint, IBM's Rational ClearQuest, Rational RequisitePro, Rational ClearCase and home grown tools from TI.

Continued Collaboration

BizAPP accommodated users of varying roles to collaborate continually on modeling, automating, monitoring and optimizing mission critical business processes. Its implementation allowed the system to recognize the profile of the users and accordingly orchestrate changes to mission critical information. This ensured the veracity and security of the information.

Automated Workflow

BizAPP's workflow encompassed business rules and process specific automation across the distributed systems. Its execution for instance, automated the approval process and streamlined it. Consequently, the escalation process was effortless and easily enabled enforcement of SLA's. Its audit capability along with tracking and recording events and information made certain documentation. This documentation guaranteed easy access to information and made certain easy transfer of knowledge and importantly adherence to regulatory and statutory requirements like SOX, BASEL, HIPPA to name a few.

Multisite Capability

BizAPP's multisite capability allows automatic replication of information across TI's globally distributed sites and orchestration of processes without compromising on the integrity of information. Its real time collaboration between the distributed global teams within TI allowed access to current information thus enhancing performance.

AppPoint's initial engagement with TI has grown from a development of a dashboard using traditional mechanism to a solution modeled using an enterprise framework enabling a full-scale global deployment within TI. This modeling driven approach to solution development and customization equips TI to extend continuously the current solution to meet the future business requirement of the company.

As a consequence

- ▶ **Visibility and access control that identifies who does what within an organization**
- ▶ **Analyses and monitors the health of the program application**
- ▶ **Automation reduced manual intervention from half a day to minutes**
- ▶ **Assures scalability in keeping with the growth of the company**

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