

Chinese Firm Delivers Quality Software Solutions to the Logistics Industry with Serena ChangeMan Professional

Easipass Standardizes and Automates Processes, Bringing Greater Quality and Efficiency to Manage Software Development

Easipass, based in Shanghai, China, was founded in 2001 as a government-funded enterprise. Serving Shanghai and surrounding provinces, the company specializes in the development and implementation of information technology services and software for international trade and port logistics. Easipass has been instrumental in the planning and building of key projects at national and municipal levels, including the Yangtze River Basin MTO Information System, the Shanghai Grand Port Customs Clearance Information Platform and the China E-Port Shanghai Data Center.

In 2004, China Federal of Logistics and Purchase (CFLP) named the company the best IT solutions provider for logistics — an honor that brought the company another step toward its goal of being a major logistics software developer and platform operator in China and abroad. That same year, Easipass began looking at ways to further improve the quality of its software and efficiency of its processes in order to be more competitive.

“Our business growth depends on having high-quality software products,” said Loya Liu, Senior Technical Manager, Operations Department, Easipass. “To accomplish that, we needed to standardize our development process and automate to improve productivity.”

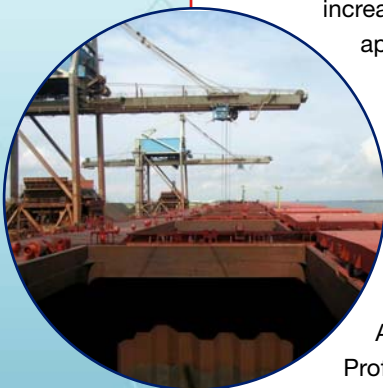
Easipass offers a variety of software applications for warehouse management, terminal productivity, intermodel collaboration, and harbor visibility. To be more competitive, the company wanted to bring more consistency to the software development process, manage changes and requirements more effectively, and increase its development efficiency. At the time it used a variety of different applications to handle these needs, however, a lack of integration among the various systems affected productivity and internal communication. Additionally, existing applications lacked adequate reporting capabilities, meaning the company lacked key metrics unless they took the time to generate them manually.

Integrated, End-to-End Management of Software Development

After considering several options, Easipass chose Serena® ChangeMan® Professional™, a comprehensive suite for software change and configuration management (SCCM), consisting of Serena® ChangeMan® Version Manager™, Serena® TeamTrack®, and Serena® ChangeMan® Builder™. The Professional suite

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*- Loya Liu,
Senior Technical Manager,
Operations Department,
Easipass*



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customer story

Serena TeamTrack and Version Manager help Easipass enhance quality and efficiency throughout the software development lifecycle. The solution:

- Provides one central system for managing all product issues
- Improves communication among project teams
- Drives continuous improvement with real-time and historical metrics
- Automates the development process
- Speeds issue resolution
- Prevents issue loss
- Reduces defects
- Improves overall software quality

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offers the industry's most sophisticated version management, issue and workflow management, and build capabilities.

"We chose the ChangeMan Professional suite for its comprehensive ability to manage software development. Serena effectively answered all the issues," Liu said

About 50 Easipass team members across two Shanghai offices now manage development with the Serena applications. With TeamTrack, Easipass created workflows to keep up with software defects, issues, tasks, changes, and releases. From initial submission through completion, TeamTrack helps all involved in the software development process stay on top of issues, ensuring no requests or steps are missed. When one team member logs a change on a project, the workflow automatically ensures that key members of the team are informed.

Easipass further refines its processes and speeds issue resolution with real-time and historical reporting. Reports provide extensive, in-depth views of every stage of a project or task, and give teams the insight and visibility to ensure effective and efficient project completion. The company easily creates impact reports, and reports on current defects and defect trends. "By using TeamTrack reporting, we can see where the key problems are and from there do analysis and problem-solving," Liu said. "We can more accurately resolve issues, reengineer processes, reduce inefficiencies, and pinpoint problems."

Higher-Quality Releases, Reaching the Market Sooner

In Version Manager, the company built databases for each project under development. With pre-defined project database templates, Version Manager enables Easipass to easily put projects under software change management. Teams store documents and source code with each specific project, enabling anyone working on the project to locate information quickly. Liu notes that teams particularly value Version Manager's change logs and the ability to generate release notes.

Compared to its previous version control application, the company also appreciates a higher level of security with Version Manager. Project managers can control access by defining privilege for each folder. And instead of creating reports by hand as before, managers rely on Version Manager to create and adjust software change management and configuration status reports automatically.

With TeamTrack and Version Manager integrated, Easipass manages its entire software lifecycle more effectively. Automated workflows and complete visibility into projects allow teams to resolve issues rapidly and address every item, meaning Easipass delivers higher-quality releases to the market sooner. Plus, the company drives continuous improvement with readily accessible metrics.

"We moved from a manual to an automated workflow, and have a standardized process," Liu said. "Our software engineers can determine the status of issues, resolve them quickly and move on."

With the success of TeamTrack, Easipass will work with Serena to identify other areas of the company to automate key business processes and drive further time savings.


 customer story

**Serena—Dedicated to
Providing Superior Value
and Exceeding Customer
Standards**

Serena is the industry-leading provider of Enterprise Change Management, focused for over 20 years on delivering application change management solutions to the world's leading enterprises.

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About Serena

Serena Software is the largest company solely focused on managing change in the IT environment. Serena's products and services automate process and control change for teams managing development, web content and infrastructure. Based on 25 years of innovation in process and configuration management, Serena Application Framework for Enterprises (SAFE™) solutions enable customers at more than 15,000 sites worldwide and 98 of the Fortune 100 to improve IT governance, mitigate risks, support regulatory compliance, and boost productivity and quality. Serena is headquartered in San Mateo, California, with offices throughout the U.S., Europe, and Asia Pacific.


Contact

To learn more about these products, and how to begin implementing comprehensive change management across your IT environment, visit Serena at www.serena.com or write us at info@serena.com.



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