



The Value of Change Management

Serena Software, Inc. Customer Case Study

Business Focus

Watkins Motor Lines, Inc. is a nationwide, long haul common carrier with corporate headquarters in Lakeland, Florida. Founded in 1932, the company is now one of the largest "less-than-truckload" carriers in the United States. Watkins Motor Lines has more than 9,000 employees and contractors in 125 terminals and 11 sub-stations, operating more than 2,400 tractors and 11,400 trailers. The award winning company touts high levels of customer service with 24x7 operations, and ongoing focus on quality logistics management. Watkins Motor Lines operates as a subsidiary of privately held Watkins Associated Industries Inc., which is based in Atlanta, Georgia.

ECM History

Watkins used another vendor's desktop version control system for simple check-in and checkout on the desktop. For the mainframe, legacy tools were employed for the diverse application set maintained there. A mixed deployment environment also includes IBM RS/6000 servers (now called pSeries). With this cross platform scenario, Watkins Motor Lines found the need to move to a common ECM solution in order to address its disaster recovery requirements.

According to Robin Donaldson, Manager of Application Development Technical Support for Watkins Motor Lines, the impetus for automating changes with Serena ChangeMan was risk management. In-place solutions as well as other alternates lacked the integrated "roll together" capabilities of Serena ChangeMan DS and ZMF. This integration as well as the fingerprinting and footprinting functionality drove Watkins Motor Lines towards a Serena selection.

Watkins Motor Lines implemented both Serena ChangeMan DS and ZMF. DS provides a central repository for the client/server developers. From the old systems, Watkins Motor Lines moved applications into ZMF in a logical, planned fashion - by functional groups in five phases. The old desktop version control system is entirely gone, replaced by DS. In addition to DS and ZMF, Watkins Motor Lines purchased ALM and ECP that it anticipates will tie the change packages together.



Savings and Benefits

Risk management - One of the biggest motivators for Watkins Motor Lines for consolidating ECM onto Serena solutions was managing its risk exposure. According to Donaldson, the Serena ChangeMan solution provides protection that will be essential for disaster recovery and business continuity.

Significant reduction in downtime - Like the company operations, IT runs a 24x7 operation, making any downtime a huge negative. Scheduled downtime fell from an average of two hours per month to an average of two hours every three months, a cut by one third in part because of the implementation of ECM. Serena ChangeMan and ECM processes helped stabilize the applications so that the frequent downtime was no longer necessary.

Reduction in compile time - Watkins Motor Lines experienced a savings in CPU and time after implementation, mostly because of needing to compile just once, contrasted with the multiple compiles required previously.

Summary

Watkins Motor Lines gained significant business benefit and cost savings from implementing Serena ChangeMan. By moving from a variety of disconnected solutions to the Serena cross platform approach, Watkins Motor Lines experienced savings almost immediately through fewer downtime hours, improved staff productivity, and other time and CPU savings.

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