

Micro Focus Enterprise View™ - Outsource Manager

The Outsource Manager provides a useful view of all the outsourcing contracts, giving performance information, highlighting critical situations, and making cost or productivity recommendations where appropriate.

Overview

The Micro Focus Enterprise View - Outsource Manager option provides the required quality and productivity reporting, monitoring and enforcement of IT outsourcing contracts to help clients and suppliers manage Service Level Agreements (SLAs) and specific contract terms, such as bonus/penalty measures.

Challenges

Global IT organizations have chosen outsourcing, off-shoring, sub-contracting, and many other modes of third-party service supply, as a strategic method of continuing to provide IT value in a more cost-competitive manner. In some instances, the outsourcing model has been extremely successful; but there remain concerns behind how to make it work effectively, and how to mitigate any business risk.

One central concern for the client, when considering how or what to outsource, is how to monitor the effectiveness and performance of the supplier. While contracts can be drawn up, how are these then to be monitored cost-effectively and without ambiguity? Simply - how do you know the outsource model is working or not?

Any strategic outsource model needs to have in place a strategic management discipline, that allows the organization to monitor, assess and - where necessary - improve the outsource service provision across any and all of its service providers.

Benefits

The Outsource Manager option, part of the Micro Focus Enterprise View product range, is a quality and productivity monitoring capability, based on standard international industry metrics that promotes the adherence to outsource contract terms.

The Outsource Manager option provides:

- A customizable cost model that helps to estimate maintenance task effort based on a precise list of impacted software components
- Automated construction of contract definitions, such as those relating to application assets, application composition and development metrics, as well as supporting the creation of enterprise-specific terms and conditions
- Where appropriate, comparative analysis of vendors by price, quality and performance, delivering strategic decision support for vendor selection and on-going review.

Not only is the Outsource Manager option vital for any organization involved in outsourcing (or simply re-shaping internally) its IT provision, but it is equally valuable to integrators and service providers in helping them monitor performance and improve margins in an outsource environment.

Product Features

Task Management

Task Management provides information about outsource companies, contracts and tasks assigned and enables users to set quality requirements for each task and to assign applications to tasks.

The application assets are classified into 'domains'. The primary domain is the basic 'IT perspective' (e.g. by technical or functional application structure), and parallel classifications may be created to group application assets, for example, by outsource vendor or by individual contract.

A baseline is set to measure the volume of applications that fall within a new contract or form part of an existing contract renewal. This baseline provides detail on technical composition, size, and initial application quality in terms of complexity and maintainability metrics.

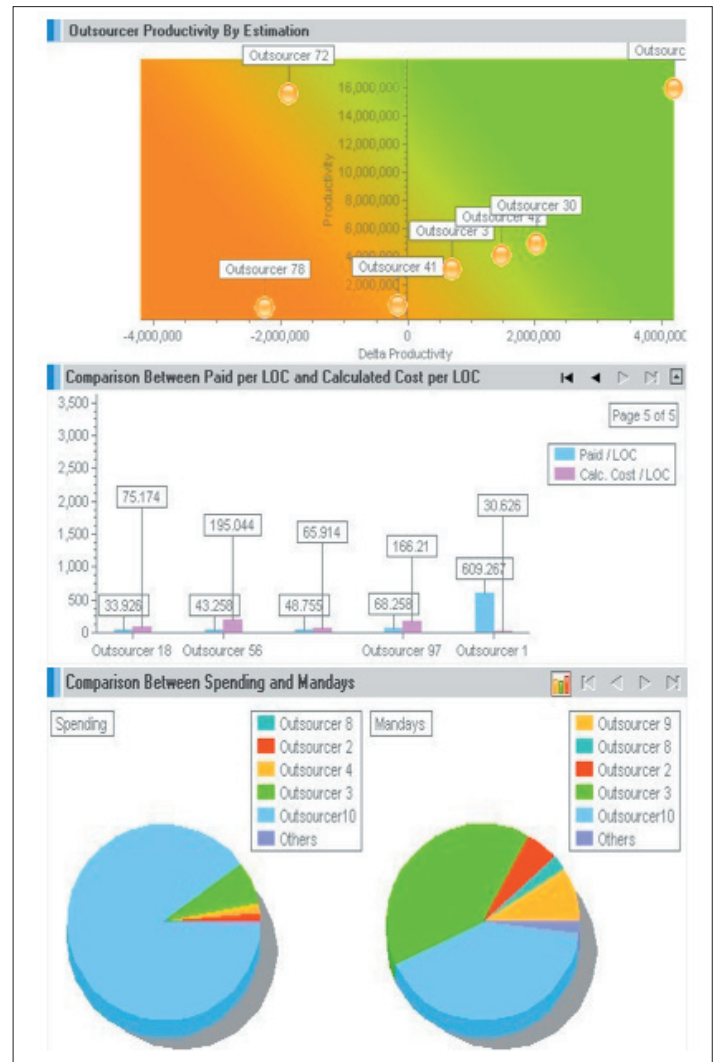
This information, together with historical data about defect rates, average corrective and enhancement maintenance requirements and the efforts involved, provides the outsource vendor with a complete understanding of the application characteristics and customer needs.

This precise assessment allows the outsource vendor to minimize risks when proposing service costs so improving its price competitiveness. The benefit of this cost reduction can then be passed to the customer.

Quality Requirements/SLA Definition

The user can specify SLAs for overall portfolios and applications with particular minimum and maximum values for key software metrics.

The Outsource Manager provides organizations with a significant baseline to set out its service level expectations, based on historical software quality data, defect rate and change traffic volumes (Lines of Code changed or inserted in a period for example), together with information about the past productivity level of internal teams. This makes the task of specifying SLAs for quality and productivity in proposed outsource contracts simple and transparent.



Determine true impact of change across your system

SLA Analysis

SLA Analysis provides IT Managers with information about the following key factors:

- What is currently being maintained, and what is the initial estimated cost?
- What were the actual costs and how does this differ from initial estimates?
- Costs and volumes grouped by activity type, e.g. enhancement, maintenance, defects, etc.
- What is the productivity level of vendor teams, how does this fluctuate and how does it measure up against the original SLA?
- What are the factors that influence performance such as workload, maintainability, etc?

- What is the quality of delivered software artifacts, and how does it measure up against the SLA?
- Ultimately – is the outsource plan living up to original expectations?

As a result, SLA monitoring is made simpler. Periodic SLA monitoring reports may be automatically produced to support bonus/penalty mechanisms and to drive corrective actions. Deliverables may be approved or rejected depending on their compliance with the agreed quality standards. Application Managers are provided with a detailed picture of the outsourcing performance for maintaining applications under their control.

Cost Spending Analysis

Cost Spending Analysis helps customers to manage the cost estimation of outsourced tasks, as well as the verification quality assurance process.

The Outsource Manager provides a customizable cost model that helps to estimate maintenance task effort based on a precise list of impacted software components, including their quality and maintainability measures, together with historical workgroup productivity measures.

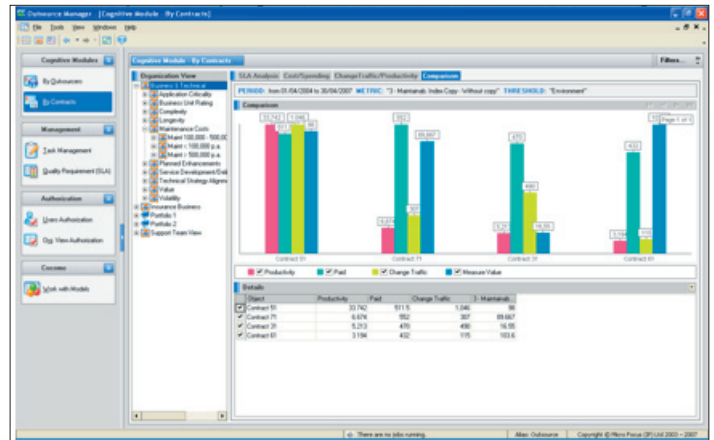
Once the outsourcer has delivered the task, the application manager can compare the initial estimation with the final cost. This comparison is done by matching the estimated impact in terms of lines of code to be modified with the actual number of impacted lines of code in each software component, and an assessment of the quality delivered.

Change Traffic Analysis

Change Traffic Analysis provides intelligent tracking of all the maintenance, development and bug fixing activities that impact new or existing lines of code.

The project change estimation is based on size of change traffic; clearly and quickly identifying the change activities required by the individual application components makes it possible to monitor the outsourcer's work and the contract progress, checking the quality and development time.

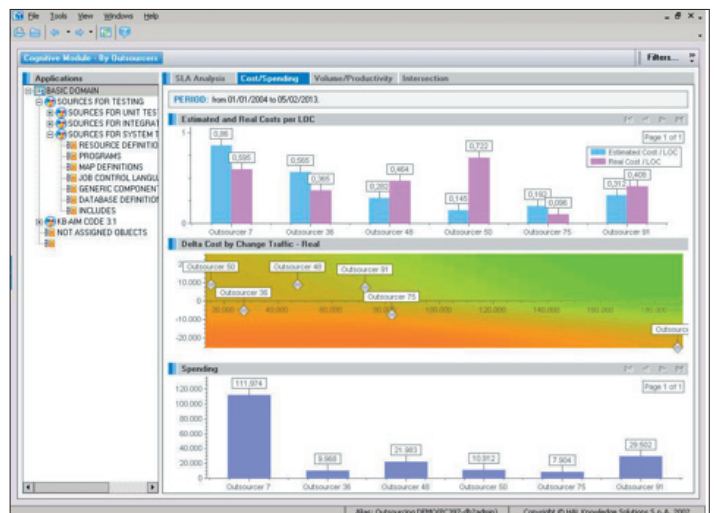
The Change Traffic analysis identifies, over a specific timeframe, which outsourcers have the highest level of performance in terms of meeting the contract objectives for SLA, time and costs.



Comparing Service Provider Performance



SLA Analysis



Cost/Spending Analysis

Comparison and Conclusion

Comparison enables a general review to be made of all current contracts and suppliers, over a given period, using a variety of criteria. All provider activities are evaluated against price, delivery time and quality. Average and local performance of each service provider is measured and reported by benchmarking functions and different suppliers are compared using cost/benefit criteria.

The Outsource Manager provides a useful view of all the outsourcing contracts, giving performance information, highlighting critical situations, and making cost or productivity recommendations where appropriate. This is the true value of the Outsource Manager option to the IT executive. The service provider, equipped with the same information, will be able to pre-empt performance issues and put in place the remedial procedures required to keep the outsource arrangement and relationship on track.

About Micro Focus

Micro Focus, a member of the FTSE 250, provides innovative software that allows companies to dramatically improve the business value of their enterprise applications. Micro Focus Enterprise Application Modernization and Management software enables customers' business applications to respond rapidly to market changes and embrace modern architectures with reduced cost and risk. For additional information please visit www.microfocus.com

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Micro Focus Worldwide

Australia.....	1800 632 626
Austria.....	0800 293 535
Belgium	0800 11 282
Canada	+1 905 824 7397
France	0800 835 135
Germany.....	0800 182 5443
Ireland	+353 1 469 3121
Italy.....	800 784 420
Japan	+81 3 5793 8550
Luxembourg.....	800 23743
Netherlands	+31 23 5689 138
Norway	+47 22 91 07 20
Sweden	+46 8 21 99 21
Switzerland.....	0800 564 247
United Kingdom	0800 328 4967
United States	1 877 772 4450
Other Countries ...	+44 1635 32646