



## **TD/OMS watches over the beating heart of Deli XL**

### **Deli XL**

Deli XL is a total supplier for the food service market and part of the international Bidvest group from South Africa. Deli XL attends to its customers in the hospitality industry, catering industry and on the institutional market with reliable deliveries and a very extensive selection of food based as well as other goods. The core business of Deli XL is supplying everything the ca. 30,000 customers need to serve quality goods to their guests, clients, residents or patients.

Deli XL also offers its customers various supporting services to enable them to work even more efficiently. Inspiring magazines, smart ordering systems and a minimum administration are some examples. Moreover, their own vehicle fleet and regional offices contribute to a streamlined organization.

### **Objectives**

Deli XL has set a high benchmark through excellent service to its customers. This requires well thought-out and managed ICT systems. In this, the IBM AS/400 of Deli XL takes a central place and processes many thousands of transactions daily. Besides a range of back office applications, this AS/400 also processes its Web E-shop. More than 60% of the orders are received online.

Due to the high reliance Deli XL puts on its services, it is obvious that these systems have to be carefully managed. To succeed in accomplishing this task, the System Development Department of Deli XL has chosen TD/OMS for the software change management of its applications.

Siebe Postma, Senior System Developer at Deli XL said: "Our main ERP system works on an IBM AS/400. Next to it, applications for other platforms have been purchased during the years but our main focus, as a software development department, is aimed at the AS/400 system. At this moment, that system has already lasted for more than twenty years."

During the years, the system of Deli XL has been expanded continuously. A few years ago, the CASE tool LANSAs was purchased to make the system development more efficient and to bring it to a higher quality level. The LANSAs's integrated data dictionary and templates make it extremely suited for complex environments such as Deli XL. In those days, we chose not to transfer all existing RPG programs to LANSAs, which created a mixed environment.

### **Change Management Software**

Siebe Postma continues: "Our development environment had become very complex during the years. Eight parallel development streets mean synchronizing 24 environments, whereby the LANSAs partitions require a different approach than the RPG libraries.

This situation, combined with the desire to professionalize the test route even further, led Deli XL to change its development strategy. No longer various parallel projects, but only a few integrated releases every year.

Due to the new architecture, we now only work with one integrated release street, on top of the eight development environments. This is a real simplification, because now we only have one system and one acceptance test environment in stead of eight”.

## **TD/OMS**

All of this, and the fact that we were not completely satisfied with the existing tool anymore, was the reason for Deli XL to refocus on its Software Change Management package.

Postma: "We already were acquainted with Remain Software and TD/OMS from the LANSAs user association, where director Wim Jongman, among others, was frequently present. Of course I also visited them with my colleagues. By means of word of mouth marketing and through hired workers, we knew that TD/OMS was greatly appreciated. After a short evaluation, we chose TD/OMS. It is a powerful management tool with good support in the Netherlands. Finally that tipped the balance.

Indeed, the transition to TD/OMS took place without any problems. The user training on TD/OMS took only one day. However, the transition took place parallel with many internal architectural changes causing a longer transition time than we had wished for”

## **Concurrent development**

One of the main characteristics of TD/OMS is version management; also in situations of concurrent development. Because Deli XL works with more development environments and therefore the same object has to be changed in various environments, this is an absolute must.

Postma: "Our previous tool could handle concurrent development, but it was only indicated at the moment of accepting an object into maintenance, while the moment of delivery is the most important moment. Therefore, keeping manual lists was still necessary, which sometimes has the tendency to go wrong. With TD/OMS of Remain Software, this is handled a lot better. In fact, TD/OMS has a strict version test. These are tests that are also performed at the moment of delivery. It is just impossible to miss it.”

## **Dependencies**

An additional advantage of TD/OMS is the possibility to get a grip on all software components with all their dependencies. This makes the integration of a new component in a larger unit more transparent and manageable.

Siebe Postma: "A proper object registration is essential. TD/OMS has an object registration per environment. Thus, TD/OMS knows what version of a component operates in what environment. On top of that, it also keeps up with the relationships that have been made in that specific environment with that specific object.”

## **API**

TD/OMS has an API (Application Programming Interface) that enables users to write extensions themselves to expand the functionality of TD/OMS. This offers many advantages because in this way the change management processes can be precisely attuned to the business situation.

Siebe Postma: "With the help of the API of TD/OMS, we have written various tools to adjust TD/OMS almost seamlessly into our ‘unattended’ delivery procedure.”

The transition mainly has advantages in the area of manageability and stability for Deli XL. Siebe Postma: "In LANSAs we have to keep all partitions synchronously. In that case, all objects are in all partitions. With our previous Software Change Management package, the synchronization mainly had to be done manually.”

## Exceptions

He continues: "It could happen that somebody forgot to start a synchronization tool or that somebody started the wrong tool. Now, with TD/OMS, we use an exception coupled to the transfer. This made it possible for us to realize much stability. I also, or rather, believe that the possibility to couple your own stuff through actions and exceptions is one of the strongest points of TD/OMS.

One example would be file delivery. If we carry out a 'physical file' adjustment, an exception is running that sends an email to query owners (who use the file) to inform them of the necessary changes. This is our own tool, but we can trigger it from TD/OMS."

## Conclusion

TD/OMS has been an excellent choice for Deli XL. It supports the entire life cycle of an application within a complex DTAP street (Development, Test, Acceptance and Production).

In a complex environment, such as at Deli XL, continuity is of vital importance. In no way can changes and improvements hinder the availability of the systems. Therefore, a good thought-out and supporting process of Software Change Management is crucial.



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