



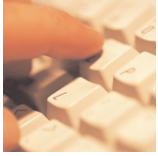
BUSINESS PROBLEM:

To reduce its customers' operating costs by streamlining business processes and maximizing the returns from their technology.

EXIGEN GROUP

"Micro Focus is a critical element of our success. Its technology enables us to keep costs low, accelerate the development process and respond quickly to the needs of our customers."

[Alex Poberezhsky
General Manager of Outsourcing & Client Services,
Exigen Group]



EXIGEN USES MICRO FOCUS TO REDUCE COSTS AND SPEED DEPLOYMENT OF ITS OUTSOURCED BUSINESS SERVICES

PRODUCT SOLUTION

Micro Focus Revolve® Enterprise Edition

OVERVIEW

As a global business process solutions company, Exigen is focused on driving down costs for customers by assuming ownership of client systems in service industries. Over 300 customers use Exigen technology and services across a variety of service industries to streamline their business processes and maximize the returns from their technology investment—a typical Exigen customer cuts their operating costs by 40% - 80%.

CHALLENGES

Exigen's clients are wrestling with enormously complex environments where new systems have been built on top of existing systems. The initial challenge for Exigen is to get a picture of the existing environment. They need to understand and document these applications so that they can cost effectively support them.

Exigen searched for a tool to help their teams completely understand customers' existing applications. The ideal tool needed to be easy to use and efficient, allowing several people on a team to work on the applications simultaneously.

SOLUTIONS

Exigen selected Micro Focus' Revolve® Enterprise Edition as their COBOL analysis product based on the tool's maturity, ease of use and support for team working, after evaluating several alternative technologies. The Revolve tool was specifically designed to enable existing assets to be effectively understood and then exploited.

Revolve Enterprise Edition helped Exigen's teams improve their efficiency and accuracy throughout the full project life cycle. This translates into significant cost savings for Exigen, a key benefit in the outsourcing business – and allows them to pass savings onto their clients as well.

“Our technology is designed specifically to overlay existing enterprise applications. Using Micro Focus’ Revolve technology we can more easily understand the elements of a company’s legacy applications and use that understanding to quickly deploy our solutions. Micro Focus is critical to our ability to save our customers time and money.”

RESULTS

Installing the software and training Exigen’s staff took only a few days. Building Revolve models of applications ranging from two to five million lines of code also can be done very fast, allowing five to ten person support teams to begin Revolve supported analysis very quickly. In addition, Exigen was able to use Revolve to develop metrics which ultimately led to lower costs and more efficient services to customers, including:

- Source code inventory and missing component problem resolution - 10% improvement
- Systematic code analysis, syntactical problem resolution and application repository build-up - 40% improvement
- Comprehensive one time program analysis, resulting in System Handbooks - 40% improvement
- Regular repository updates to maintain synchronization - 10% improvement
- Production problem resolution - 20% improvement
- Follow-up work initiation and distribution - 20% improvement
- Application enhancements - 30% improvement
- Automated event log and metrics data collection - 50% improvement

As an added benefit, Revolve helps Exigen provide their customers with a roadmap of their systems, which can provide the basis for future customization.

COMPANY OVERVIEW:

Exigen Group is a global provider of business process software and services focused on lowering the total cost of operations for companies in services industries.

The company applies industry-specific expertise to identify inefficiencies in core business processes and uncover likely cost savings or revenue growth opportunities. It implements its business process management software solutions to automate, transform and aggregate processes and delivers further efficiencies through onshore and offshore outsourcing services and Exigen Business Process Utilities.

Focused on the financial services, insurance, government and communications industries, Exigen solutions are used by industry leaders around the world including AIG, Bell Canada, ING Advisors Network and Prudential Securities.

Exigen is a privately held company headquartered in San Francisco with offices throughout North America, Asia Pacific and Europe.