

## CASE STUDY

# Enabling Software as a Service For a Provider of Contract Management System

### **The Client - Contract Management Software Provider**

A provider of contract life-cycle management software for enterprise and public sector customers wanted to offer its software as a service.

### **The Challenge - Migrating Software Applications to ASP Model**

In order to enable an application service provider (ASP) model, the company needed to migrate a variety of core application functions to enable Web services, including functions for sourcing and procurement, and for the management of compliance, performance and billing.

### **The Solution - Expert Virtual Development Team**

Seeking a development partner to help create the new ASP version of its sourcing and procurement solution, the company selected Trigent for its expertise in Microsoft .NET technologies to enable Web services, its offshore development capabilities, and its flexible software development methodologies.

Trigent partnered with the client's development staff to form a virtual development team, with the Trigent team creating the presentation layer of the application, and the client team concurrently focusing on the business layer. The project team followed the client's existing agile development processes, employing peer code reviews and weekly builds.

The new application integrates sourcing and procurement activities with contract creation and management processes, utilizing the company's contract management software. Developed using C# to build reusable web controls, the application uses Web services to read and save data. To address security issues in an ASP environment, the new application encrypts all Web service calls using Web Service Enhancements (WSE). Trigent incorporated research from the client's earlier usability studies into the interface for the new solution, while mimicking the "look and feel" of the previous desktop application to facilitate the transition of existing users to the ASP release.

*By leveraging Trigent's expertise in Microsoft .NET technologies, its offshore development capabilities and flexible software development methodologies, the client was able to provide a collaborative online resource for purchasers and vendors to better manage sourcing and procurement.*

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### **The Results - Faster, Efficient Sourcing and Procurement Process**

Developed in 10 weeks, the new sourcing and procurement application provides a collaborative resource for purchasers and vendors to manage the process of sourcing opportunities quickly and efficiently.

Buyers can prepare request documents (for proposals, quotes or information) for release, evaluate responses received manage contract creation with selected respondents.

Suppliers can access detailed information about an opportunity and respond online by uploading response documents, completing online evaluation questionnaires, and entering actual bid amounts. The application automates respondent notification events, updates to specification documents and questionnaires, and changes in status during the process.

After the successful development and implementation of the site, Trigent continued its partnership with the providing development services to enable the offering of its Accounts Payable software as a service.