

Open Source Powered Business Solutions – Keep TCO Low and ROI High

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Presenter

Yuva raj

Enterprise Solution Architect

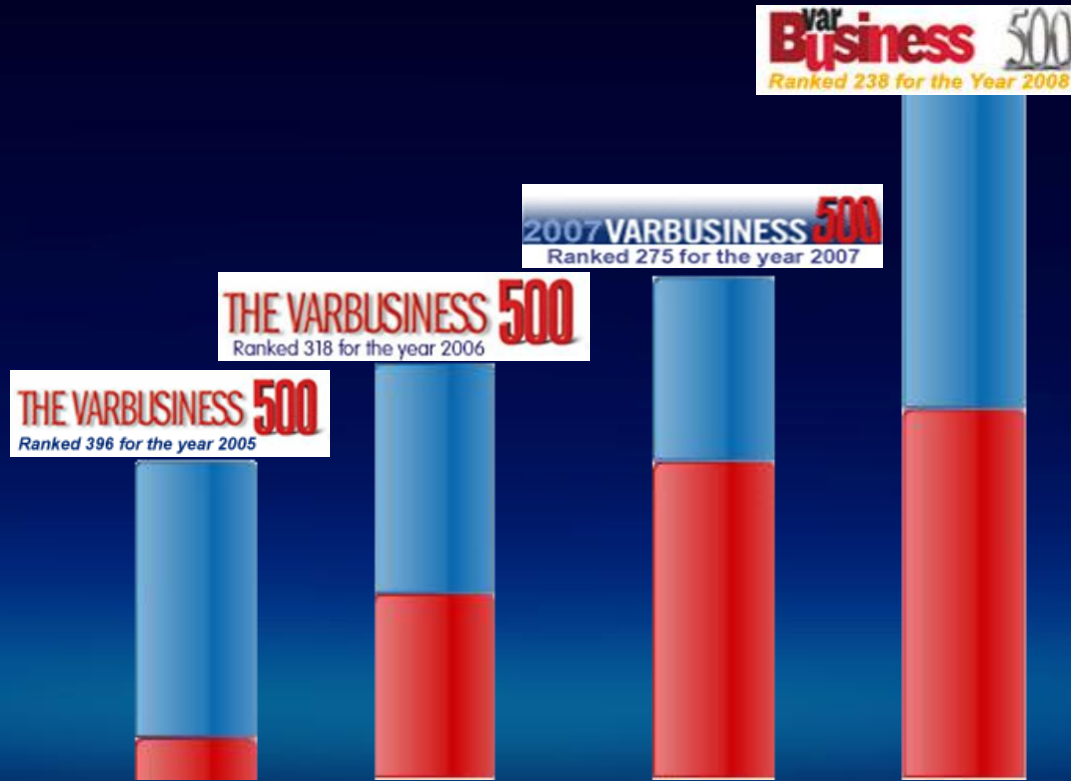
Introduction

- Global Technology Integrator, headquartered in Edison, NJ
- State-of-the-art Technology Research & Development Centers in US and India
- 1800+ employees with offices in US,UK ,France, Malaysia, Singapore, Middle-East and India
- Dedicated Business Unit (IDEA Lab) for Value Added R&D Services to the ISVs and SPs
- Emerging Technologies Specialization with the leading technology vendors alignment
- Pioneering in Industry Solutions Development (Consumer Electronics, Pharmaceutical & Telecom)
- “Get IT Together” Partnership for ISVs and SIs
- ISO and CMM Certified Solution Provider



ZSL Inc

Industry Recognition



Ranked 83 for the year 2007

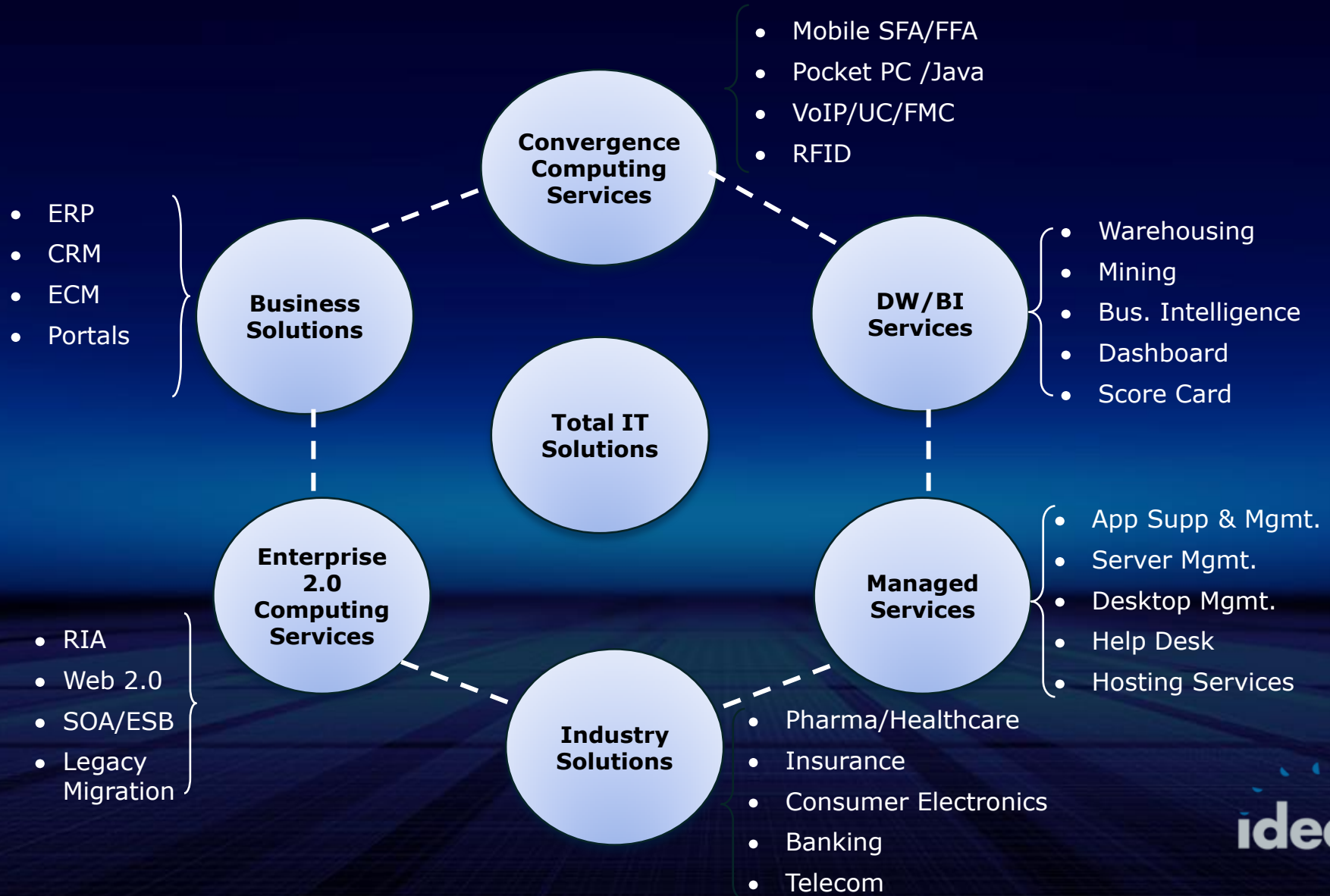


Top Technology Integrator 2008





ZSL Inc Solutions & Services Portfolio





ZSL Inc IDEA Lab - Center of Excellence



- ✓ Compiere
- ✓ OpenPro
- ✓ Concur
- ✓ Pentaho
- ✓ LifeRay
- ✓ Alfresco
- ✓ BIRT
- ✓ Jaspersoft
- ✓ JBOSS
- ✓ MySQL
- ✓ Joomla
- ✓ Sugar CRM
- ✓ Drupal

Open Source Competency

- Operating System – Ubuntu
- Network Management – Hyperic
- Email Server – Open-Xchange, Zimbra, Tunderbird
- Office – Open Office, Scribus ...
- Development Tools – JAVA, PHP, Groovy, J2EE, J2ME ...
- Database – MySQL, EnterpriseDB, Oracle Express ...
- Portals – Alfresco, Drupal, Joomla, Liferay ...
- Reporting – Jaspersoft, OpenRPT ...
- Mobile – Ubuntu MID, Google Android, OpenMoko ...
- BI & DW Tools – Jaspersoft, BIRT, Pentaho ...
- ERP & CRM – Compiere, OpenPro, SugarCRM, Concurative ...

Business Solutions

Competencies

- Microsoft Dynamics
 - Microsoft Dynamics CRM
 - Microsoft Dynamics Great Plains
 - Microsoft Dynamics Navision
 - Microsoft Dynamics Retail Management System
 - Microsoft Dynamics Share Point
 - Microsoft .Net Services
 - Microsoft Windows Mobility Solutions
- Sage
 - Sage – ACCPAC
 - Sage – Business Vision
 - Sage – ACT 2008
 - Sage - Saleslogix
- Salesforce.com
- Open Source
 - Compiere
 - Open Pro
 - Concursive
 - Sugar
 - Openbravo



Solutions

- CRM Copy Quote
- CRM Web to Lead
- CRM MapPoint Integration
- CRM Email Preview
- CRM Bulk Email – Upload
- GP SOP (Web, Mobile, Excel)
- RMS Signature Capture
- Mobile CRM

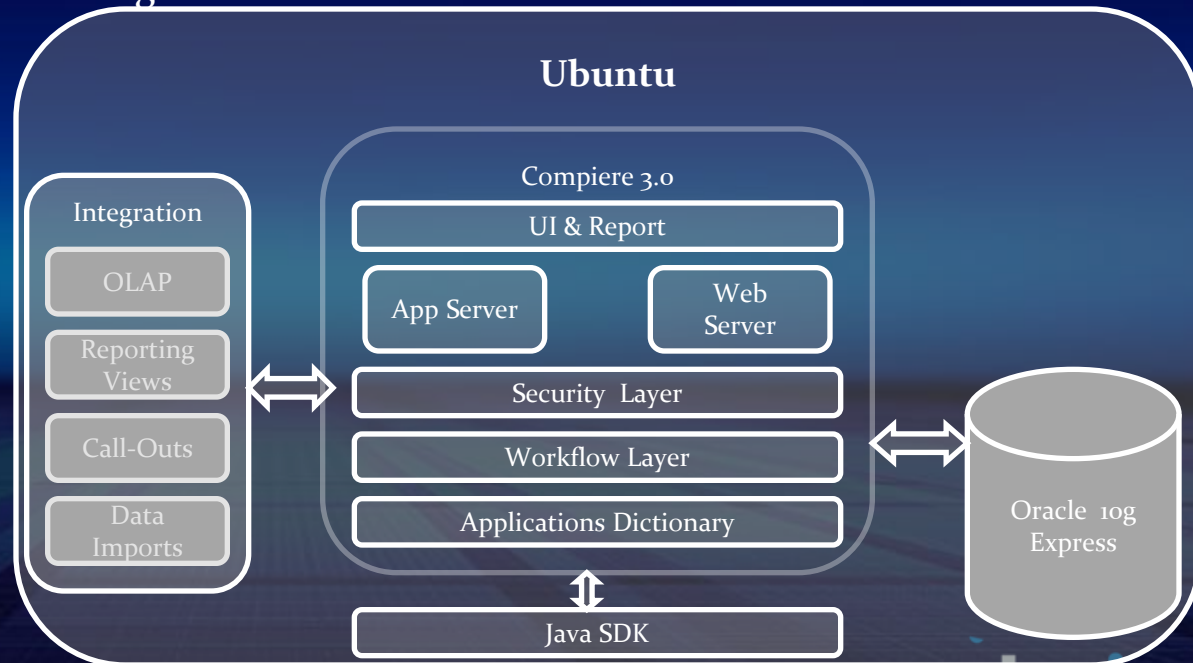


Business Solutions Vendors Comparison

Platform & Functions	Compiere	Open Pro	Concursive (Centric CRM)	Openbravo
Operating System - Linux or Linux Supported OS	Yes	Yes	Yes	Yes
Database	EnterpriseDB or Oracle	Pervasive, MS SQL, MySQL, IBM DB2 or Oracle,	Pervasive, MS SQL, MySQL, IBM DB2, Firebird, PostgreSQL or Oracle,	Oracle or PostgreSQL
Performance	Yes	No	No	Yes
Reporting	Yes	No	Yes	Yes
Purchase	Yes	Yes	No	Yes
Material	Yes	Yes	No	Yes
Manufacturing	Yes	Yes	No	Yes
Order	Yes	Yes	No	Yes
Project	Yes	Yes (Project Accounting)	Yes	Yes
Finance	Yes	No	No	Yes
Sales	Yes	Yes	Yes	Yes
Services	Yes	No	Yes	Yes
Lead	No	No	Yes	Yes
Ecommerce Feature	Yes	Yes	No	
Content Management	No	No	Yes	No
Web Based Access	No	Yes	Yes	Yes
Warehouse Management	No	Yes	No	Yes
Inventory	Yes	Yes	No	Yes
Others			Enterprise 2.0	BI feature

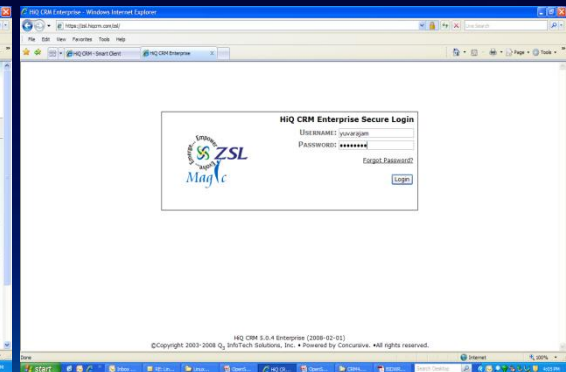
ERP Implementation using Comp

- Business Analysis & Study
- Hardware Setup
 - 5 GB + 1 GB Swap Space, RAID 10, 1 GB Memory, Network connection
- Installation
 - Ubuntu 8.04 – Debian
 - Oracle Express 10g (deb version)
 - Java 1.5.0 with update 12 & above along with SDK
 - Compiere 3.0
- Customization
 - Model Driven Architecture
 - Web Architecture
 - Work Flow
 - Security
 - Migration
 - Integration
- Testing
- Production
- Maintenance
 - Upgrade
 - Performance



CRM Implementation using Concurisive

- Business Need
 - 49 to 100 users
 - CRM solution for lead, sales, marketing management, with reporting & outlook integration capabilities
 - User Friendly, scalable & secured system
 - Open source solution
 - Support Contract
- Solution
 - HiQ CRM – Customized
 - Technology
 - Java - J2EE environment
 - Tomcat Server
 - Linux OS
 - Postgre SQL
 - HiQ CRM - Enterprise Edition is a low-cost yet enterprise class CRM solution with features and capabilities that are highly competitive to offerings from Salesforce.com, Microsoft CRM, and other proprietary enterprise software providers.
 - Web Client with outlook integration
 - Email Alerts, Appointment & Activities Management
 - Contact Management
 - Cross-Section hierarchical class view and grouping capabilities
- Result
 - Total Cost of Ownership is minimal
 - Return on Investment is maximum
 - Support – familiar technology



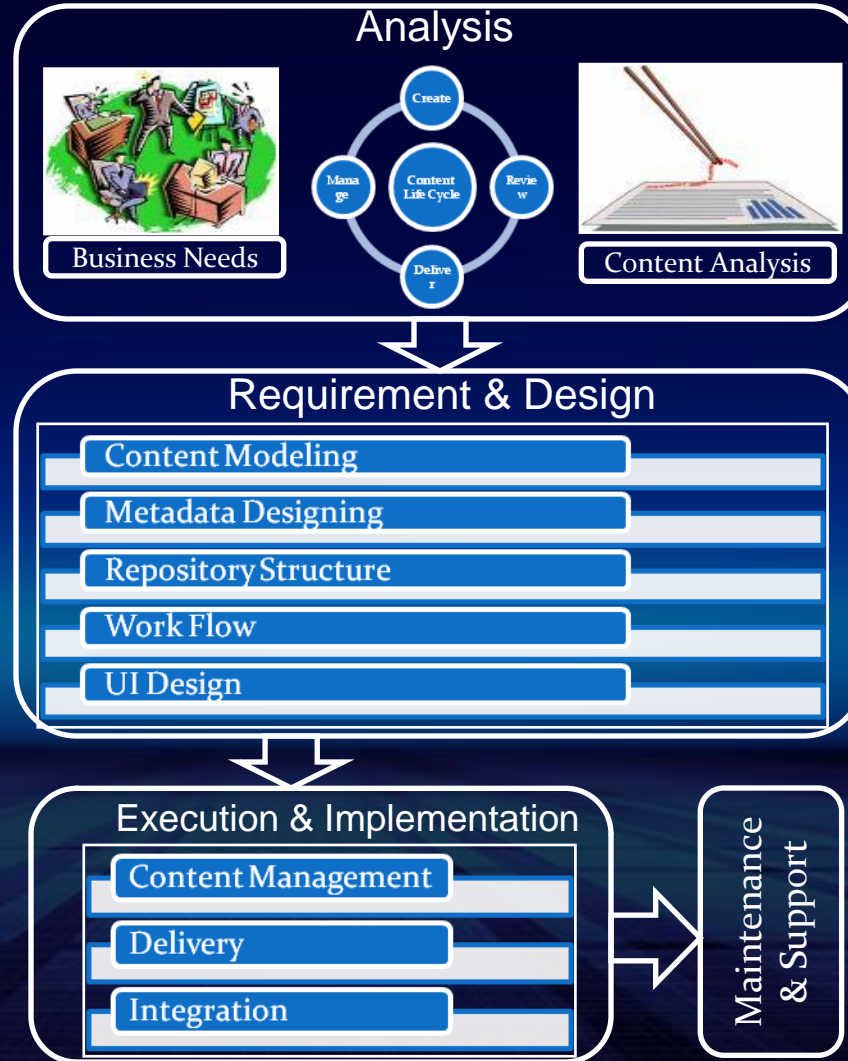


Enterprise Content Management Platform Comparison

	Alfresco	Drupal	Joomla	LifeRay
Operating System - Linux or Linux Supported OS	Yes	Yes	Yes	Yes
Database	MySQL, Derby & Oracle	MySQL	MySQL	MySQL, Oracle, MS SQL, and ...
Web Access	Yes	Yes	Yes	Yes
Document Management	Yes	Yes	No	Yes
Collaboration	Yes	Yes	Yes	Yes
Record Management	Yes	No	No	Yes
Knowledge Management	Yes	No	No	Yes
Imaging Capability	Yes	No	No	No
Personalization	Yes	Yes	No	Yes
Third Part Integration	Yes	Yes	Yes	Yes
Search & Filtering Option	No	Yes	Yes	Yes
User Management	Yes	Yes	Yes	Yes
Customizable	Yes	Yes	Yes	Yes
Reports	No	No	Yes	No
Other Feature				Ajax UI, Workflow, Web 2.0

ECM Implementation using Alfresco

- Analysis & Study
 - Business needs
 - Content life cycle
 - Create
 - Review
 - Deliver
 - Manage
 - Content Analysis
- Requirement & Design
 - Content Modeling
 - Meta Data
 - Repository Structure
 - Building Blocks
 - Work Flow
 - UI Design
- Execution
 - Content Management
 - Delivery
 - Integration
- Implementation
- Maintenance & Support



Open Source Reporting Platforms

Presentation Layer



- Jaspersoft Suite
 - BIRT
 - DataVision
 - Pentaho
-
- Reporting & Report Designing
 - Dashboard Capability
 - Analysis & OLAP
 - ETL Capability
 - Data Mining
 - Data Integration

Reporting

- Adhoc
- Production
- Operational
- Analysis

Analysis

- Data Mining
- Data Integration
- OLAP
- Drill & Explore

Dashboard

- Alerts & News
- RSS
- KPIs
- Metrics

Business Intelligence Layer

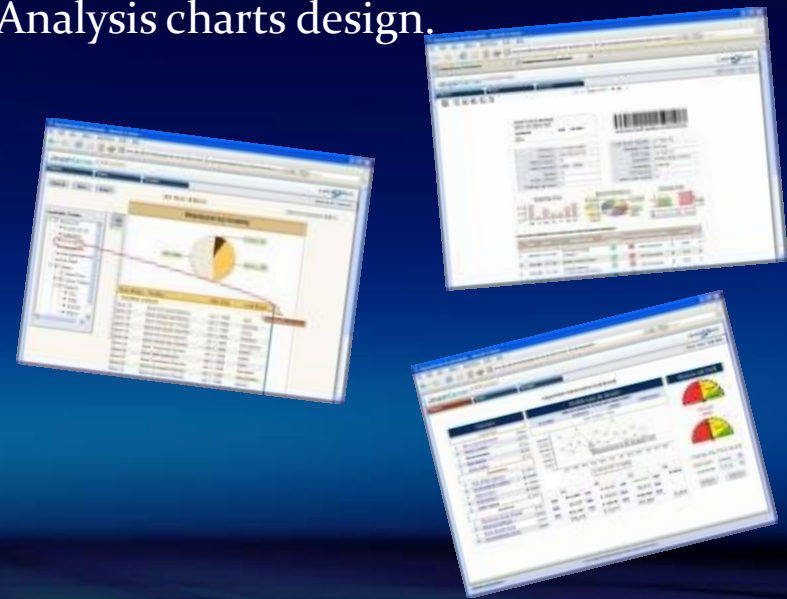


3rd Party
 Business Solution Application Data
 Legacy Data
 OLAP

Integration Layer – Data & Information
 ETL & Metadata

BI Implementation using Jaspersoft

- Business Need
 - Sales and Service performance of the organization over the period of time (starting from 1999) and forecast.
 - Users from various location across US
 - Dashboard design, performance charts and Analysis charts design.
 - Open Source, easy maintenance & support
- Solution – Sales Analysis & Reporting
 - Jaspersoft Suite
 - Jasper Server
 - Jasper Analysis
 - Jasper ETL
 - Jasper Report
 - Challenges
 - Historical data from various sources
 - Field level mappings and attributes
 - Integration
 - Data Cleaning and Mining (record matching, reduplication, and column segmentations)
 - Result
 - Dashboard – Access View based on user role & permission
 - Web Access
 - Easy to generate Analysis & Performance Reports on fly



ZSL's Implementation Methodology for Open Source Powered Business Solutions

Requirement Analysis & Study – Phase I

- Understanding the project goals, risk, and obstacles
- Defining project objective and scope
- Identification of team members
- Select Technologies

Design - Phase II

- Designing technical possibilities based on Phase 1 output
- Building prototypes and test uncertainties
- Architectural Design
- Designing UI part of the solution
- Functional Design

Development & Testing – Phase III

- Development, Configuration & Customization
- Testing (Functional, System & Integration)

Implementation – Phase IV

- Documentation
- Integrate Design Implementation
- Performance Testing
- UAT

Production – Phase V

- Training
- Migration (if any)
- Production

Maintenance & Support – Phase VI

- Production Support 24/7
- Upgrade

Best Practices - Implementing Business Solutions using Open Source

1. Understand the Business Requirement and the Users (who is going to use the system, why the user need a system, what do they expect as outcome)
 - Unlike operating systems, Business applications are not “one size fits all”.
2. Plan, Process & Document (Requirements, Design, Acceptance Criteria, Installation, Maintenance & Support)
3. Brain-Storm with Stakeholders – will make understand the need from user perspective
4. Centralized Control Management – One copy of data, One In-Charge for the source code, One Control & Responsibility.
5. Defining Workflow, Roles & Security
6. Choosing right product – Evaluate, maximum fit, and compatibility
7. Understanding the licensing model and redistribution model.
8. Understanding the system requirement (Software & Hardware)
 1. High Availability
 2. Performance
 3. Development & Production

Best Practices - Implementing Business Solutions using Open Source – Contd...

9. Risk, and Mitigation Plan
10. Following the Coding Standard, will help during the maintenance phase
11. Status Update with stake-holders - it is good to have status meet with all stack-holders to understand the issues , risk and to plan for mitigation
12. Test Plan & Execution – Setting-up the expectation with development team
13. File System based development –Versioning, easy to control, maintain, debug, upgrade, and reuse
14. Defining Maintenance, Support & Upgrade Process
15. Post Deployment Plan – Understand load, concurrent users, integration test and performance tuning
16. Training Plan & Documentation – User Manuals, Back-up Process, Upgrade Procedures, and Installation Document

Free software is a matter of liberty, not price

TCO and ROI Analysis

- ❖ Minimizing the TCO
 - ❖ The TCO of open source is lower because you can have maintenance contract with other company than the manufacture and we can do maintenance or additional development.
 - ❖ The service level you get is function of the service provider and the agreement you have and is not related to your code license.
- ❖ Maximizing the ROI
 - ❖ No License Cost
 - ❖ Open Community Support

ROI & TCO Calculation - Factors

- Hardware Cost
- License Cost
- Implementation Cost
- Development Methodology & Customization
- Support & Maintenance Cost
- Failure Risk
- Resource Capabilities
- Number of Users

Summary

- Choice of Open Source Solutions
 - CRM & ERP
 - Content Management Tools
 - BI & Reporting Tools
- Comparison Studies
 - Choosing the solution based on various factors for ERP, CRM, ECM & BI
- Implementation Model
- Case Studies
- Guideline that helps to select right solutions
- 16 Golden Rules or Best Practices
- TCO & ROI Analysis

Global Office of ZSL



Q & A ??!!??

Thank You

Contact Us



ZSL Inc

US Headquarters

85 Lincoln Hwy

Edison, NJ – 08820

Ph: 732-549-9770

Fax : 732-767-6644

www.zslinc.com