

# Sample Service Packages

No two customers are alike – they may need the same broad set of distributed computing skills, but the solutions adopted often differ greatly. It depends on the customer's immediate and long-term needs, the strengths of his IT team, the tools and technologies involved and the management and quality processes followed.

Listed below are some general sets of tasks that we have used to begin a relationship with a client. The key is to establish just the right team for each customer – the right mix of skills and the right balance between onsite and offshore. We will make a detailed study of your needs and technical environment resulting in a proposal on what we can do for you and the quickest, most effective way of getting started.

## New Application Development

- Design, implementation and test of new enhancements, applications.
- Integration with existing applications and back-end systems.
- Onsite installation of applications and training of client staff as required.

## Ongoing Application Maintenance

- Bug fixing, testing, new releases.
- Integration to/from new technologies, products and tools.
- Certification testing with new releases of operating systems, third party software (e.g. middleware, databases, GUI tools), HW.
- Customer-requested enhancements; onsite delivery and training.

## Performance Analysis and Tuning

- Analyze the performance needs of the business functions and usage scenarios.
- Construct benchmarks that are representative of these needs.
- Implement the benchmarks and use them to make performance enhancements.

## Custom Testing Services

Torry Harris has developed a proprietary testing/quality methodology to test distributed applications. The process emphasizes the use of metrics and guarantees quality improvements.

- Review and enhance test plans to address:
  - New functionality.
  - Better functional coverage.
  - Better code coverage.
  - Continuous hours of operation.
  - Performance analysis.
  - Stress (basher) testing.
  - Usage scenarios.
- Automate test framework to have completely repeatable, reproducible tests.
- Execute test suites on an ongoing basis while continually enhancing them.
- Release testing of new versions.
- Certification testing with new versions of OS, HW, middleware, databases, etc.

## Web Enabling Enterprise Systems

- Provide a smooth transition to a web-based architecture while retaining existing business systems and processes.
- Integrate the business applications within an intranet framework, uniformly accessed from within the company and outside. Further integration with customers' systems to provide a seamless, electronic business environment.
- Restructure traditional 2-tier or 3-tier applications by separating the presentation layer into HTML/Java and moving the business logic into a middle-tier as a set of services or components accessible from web front-ends.
- Provide a web front end to your organization and begin business interactions. Then integrate with internal systems to realize the full potential and benefits of an e-commerce framework.

## Custom eBusiness Solutions

- Conduct a detailed study of your requirements and present you a proposal for a complete end-to-end solution.
- Design, implement and test the system.
- Deliver onsite, install and provide any required training.
- Use of our WebOBlocks technology.

The solution will address all your eBusiness needs including any interactions with (and if necessary web enabling of) existing legacy, database or client-server systems and any integration with external services (e.g. payment engines etc.).

## ASPize Your Application

- Determine the 'web readiness' of your application: E.g. security, multi-use, etc.
- Understand your user profiles, payment mechanisms, etc.
- Determine the shortest route to becoming an ASP.
- Convert your application to be an ASP through the use of our ASPizer technology.

## Technology Review – Planning for the Future

How good is your current architecture? Does it meet your business growth plans? Have you chosen the right technology platform? What's the best choice going forward?

Our team of architects will study your current plans, talk to your different teams, understand their future plans and needs and provide you a report that begins to answer the above questions. We can show you the choices you have, help you make a decision, formulate a plan and provide the services

We provide software services and solutions in mission-critical Distributed Enterprise Computing. In designing, building, testing and maintaining commercial applications using Distributed Computing, Transaction Processing, Messaging, Web Application Server, and Electronic Commerce technologies.

Our mission is to provide the highly specialized expertise required to build today's business systems, freeing our partners and clients to focus on their core competencies and business values as they grapple with the new Internet economy.

Our business strength is being able to offer these hard-to-find services at extremely competitive costs:

- By blending the right mix of our USA and Europe-based consultants and architects with the state-of-the-art offshore technical center in the new Silicon Valley, Bangalore India.
- By the use of our proprietary technology and processes derived from our years of experience in building mission-critical solutions.

Our offerings fall into three distinct categories:

- Enterprise technology services.
- eBusiness solutions.
- R&D and Technology towards building better web-centric software.

Our heritage is in hardcore mission-critical transaction processing and the management team consists of former executives from IBM and other leading IT companies, with decades of experience in the distributed enterprise information industry.

Today, we are a global organization, with a worldwide base of customers and partners - from the Who's Who on Wall Street, to technology companies, to banks and telecommunication companies in Europe to dotcoms.

An absolute commitment to our mission to provide the best possible distributed computing expertise has seen Torry Harris emerge as a key player with very valuable skills in meeting the growing need for mission-critical eBusiness systems.

## Core Competency

Design, implementation, testing and maintenance of mission-critical software systems.

- Component-based Distributed Computing.
- Secure Transaction Processing.
- Multi-tier Web Application Servers.
- Messaging and Publish-Subscribe.
- Seamless backend integration.
- Enterprise Electronic Commerce.

## Skill Profile of our Engineers

- Engineering or Computer Science degree.
- C, C++ and Java on UNIX and NT.
- Middleware experience as required:
  - DCE, J2EE, EJB, CORBA
  - Encina, Tuxedo, Distributed CICS
  - Websphere, Web Logic, Net Dynamics, iPlanet
  - MQSeries, Tibco
- Additional Expertise as required: XML, SSL/certificates, html, http, LDAP, databases, etc.
- Systems programming experience: distributed systems, component-based computing, threading, RPC, concurrency control, etc.
- Deep understanding of the complete software development cycle.
- Understanding of methods and processes to measure and improve software quality.
- Good communication and English language skills.