

MD Services Spotlight



Selecting a Change Management Solution — Q&A with Bartech's Roberto Munari

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Roberto Munari, Bartech



How long have you worked with Application Lifecycle Management/change management and other IBM i development tools?

In the past six years, working in the Professional Services area at Bartech, I have been involved in pre-sales, project implementation, and support activities for Midrange Dynamics MDCMS software, among others. In the past I was involved in software development on the IBM i so I have pretty good knowledge of the processes/issues involved in these kinds of activities.

What are the most important change management-related issues for your customers? What problems are they trying to solve with CM?

First of all, in Europe there are huge differences between countries. For example, for a Spanish company, or companies in other Latin countries, improving organization and efficiency usually are not the primary issues. Despite this, I would say that many companies have the following challenges in common:

- Satisfying legal requirements (financial or insurance companies)
- Solving problems that result from an inconsistent process for syncing source or deploying software changes to production

In your experience what criteria do customers use to select a change management system?

Although, as you know, price absolutely matters, I would say that ease of use and a quick learning curve are important factors. It's also very important for the customer to be confident that you as a vendor are able to assist them in the final custom project implementation.

What is your assessment of MDCMS compared to other change management solutions?

My opinion is the following: you can get a great sports car, but if the city you live in doesn't have good roads, your car is useless.

For example, a change management product may basically be a good solution, but it still can be too difficult to implement, especially if the customer does not have clear goals and expectations, the environment is complex, and if the software vendor is not highly skilled with the product.

"Thanks to the ease of use, great flexibility, and powerful functionality of MDCMS, it's tremendously easier to resolve the difficulties and customizations that you need to address during a change management implementation than it is with other products."

Roberto Munari, Bartech

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Why do companies replace their change management system?

Two of our recent MDCMS customers purchased another change management solution several years ago and were unable to make the software work, so they weren't using it. A third company was dissatisfied with vendor support.

The first replacement was a very big Spanish bank with a huge presence all around the world, 100+ members of the development team, 4 environments (development, QA, pre-production, 10+ production partitions), and strong auditing requirements.

The other two were insurance companies with pretty much the same numbers: 20+ on the development team and 3 environments (development, QA, 1 production partition). One had to address third-party software reception and had strong auditing requirements.

With MDCMS these customers could finally use the software and are now handling their CM processes. They now feel that they're in control with the software; they understand its internal use and the opportunities it offers.

“Personally I’m really happy and satisfied with the support and help we receive from the MD team: it’s excellent.”

Roberto Munari, Bartech

Did you encounter any issues? If so, how did Midrange Dynamics resolve them?

Of course you always encounter issues, especially in big and complex companies. I have to say that the Midrange Dynamics team in Switzerland was always actively helping us, even adding a needed function to the software in a short time to meet a unique customer requirement. Personally I’m really happy and satisfied with the support and help we receive from the MD team: it’s excellent.

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