Company Overview March Hare

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March Hare Pty Ltd

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Overview

March Hare began in Sydney Australia in 1996 as a loose collective of expert database programmers and has grown into a worldwide firm based on our expertise in designing and building enterprise IT solutions.

March Hare Pty Ltd (Australia) specialise in professional software and consulting services for the IT industry, and especially Software Change and Configuration Management and Uniface Systems Development and associated services.

March Hare Software Ltd (UK) is the software development arm of March Hare Pty Ltd (Australia).

March Hare Software LLC (USA) is the North American sales and technical support arm of the March Hare group of companies.

March Hare Software development lab is based in Manchester UK, Mac OS X development in Germany and iSeries development in Amsterdam, The Netherlands.

Our consultants are specialists in Uniface and/or Change Management and most have a second area of expertise, Oracle, Sybase, Web Deployment etc etc.

Software Change and Configuration Management (Version Control)

The purpose of adopting SCCM is to ensure the integrity of a product and to make its evolution more manageable. Although there is overhead involved in using SCCM, it is generally agreed that the consequences of not using CCM can lead to many problems and inefficiencies.

For Software Change and Configuration Management to be effective, it must ensure the integrity of all managed items in each development stage, and make their evolution more manageable, and their interrelationship clear.

The effectiveness can be improved by implementing automated techniques for Insulation, Security and Access Control, Lifecycle Management, Communication and Detailed Reporting.

With over 1.4 million team leaders a year choosing March Hare Software's SCCM tools we are a clear world leader in understanding what it takes to implement practical and effecting change control solutions.

Uniface

What we have found is that Uniface can be the most powerful and efficient tool for developing many types of systems, only if it's use is managed correctly throughout the project, and it is supported with proper planning, documentation and testing. We are specialists in Uniface systems architecture, technical architecture, screen design, object modelling, building applications, documentation and testing. But most importantly, we are specialists making the applications work for our clients businesses.

From the beginning to the end of your systems development, we can offer training on how to manage these areas of a Uniface project, or we can handle it all for you.

Our Vision

Our aim is, that by understanding our clients business needs, to provide solutions that will continue to give them all the competitive advantages that technology can give.

A Story

In the IT industry there is plenty of stuff you can do. It's like waving leaves in the wind.

A tree can have plenty of leaves.

The owner of many farms went up to a tree that had leaves, so the story goes. And it was a fig tree. And he said, "Wow that looks good! Lots of activity, lots of leaves blowing around. Big tree lots of branches! Here it all is, blowing in the wind all these leaves".

And he went up he looked for a fig. He wanted a fig off the tree, it was a fig tree.

He said "Where's the figs?".

Tree said, "No figs, lots of leaves. I'm a leafy tree. Lots of noise. Lots of visual stuff - you know, we got it all....".

The owner said "No, no. You're built to bear fruit, not leaves. Leaves are a part of the process. You're so obsessed with your leaves that you've forgotten it's fruit that it's all about. Productivity - to produce things, for the owner. And to produce not just busyness, and not just stuff.

The March Hare Difference

March Hare, by being committed to using tools that provide technology independence and adherence to standards coupled with a customer-focused attitude, offer IT solutions that will last longer and will support the newest technology sooner.

To do this we employ a loose co-operative of highly skilled IT professional contractors, and our own permanent staff that have proven that they share this vision through their work in the industry.

SCCM Design

So many people choose March Hare's SCCM software solutions because they are easy to use and deliver tangible benefits.

Most people when asked if the benefits of SCCM outweigh the costs will agree, but independent research shows that this is untrue. Most companies spend more on implementing SCCM and compliance than they recoup through improvements in efficiency.

March Hare Software provide a wide range of consulting and training services to assist you with designing a SCCM solution that delivers measurable results.

SCCM Software

March Hare Software provide a wide range of software solutions to implement your chosen SCCM methodology. Our solutions are lightweight (low administration cost), easy to use and support most SCCM methodologies through the definition of simple centralised business rules.

CM Design and CVSNT Administration Course

March Hare provided training for up to 5 decision makers and CM/CVS administrators on how to design a CM solution to specific business objectives, administer the CVS repository, server and clients, covering architecture, design limitations, backups, maintenance, disaster recovery, and more.

There are many features of the CVS server that an administrator can use to integrate it with defect tracking tools (such as Bugzilla), auditing processes, project management and more.

This course prepares and instructs your decision making team so they are equipped to deliver a configuration management solution to your organisation.

Uniface Systems Migration

March Hare provide a one-stop shop for Uniface version upgrades or migration. Many Uniface IT departments have not upgraded from older versions of Uniface due to lack of in-house skill or available resources.

Our migration service allows your development and support teams to maintain their focus on meeting needs and solving problems leaving the mundane task, and skills useful only during an upgrade or migration to us.

Since Uniface is our business we can confidently offer these services in a fast efficient package. Through a wide network of associated contractors and consultants we also recruit in specific skills to assist with particular needs of some clients.

Systems Development in Uniface

March Hare can provide management, implementation and delivery of any new development, or re-development, based in Uniface. Making the most use of your IT resources, and developing the systems that are needed to solve business needs is a problem across the board in the industry. We can build a system from the ground up, finish or assist in finishing a project that needs resources, or renew your systems developed in other tools or earlier versions of Uniface. Built systems are handed over to your company using the skills we have gained from many of the largest Uniface projects attempted around the world.

Once again, since Uniface is our business we can confidently offer these services in a fast efficient package. Through a wide network of associated contractors and consultants we also recruit in specific skills to assist with particular needs of some clients.

Commonly used Uniface services

March Hare can assist your project immediately in the following ways:

- Managing your Technical Support and Account Representatives for your Uniface development and/or production sites.

- Providing risk assessment of upgrades, and fast 'trial' upgrades to the latest versions of Uniface and databases.

- Increasing the number of experienced, 'real-world' Uniface Designer/Builders on hand.

- Increasing the number of Uniface aware people available for Documentation and Testing.

- Training your development and design team in the best ways to use Uniface as a development tool.

<u>Managing your Technical Support and Account Representatives for your Uniface development and/or production sites.</u>

When trying to solve a particular problem, sometimes dealing with Compuware and other organisations technical and product support can turn into a tangled web. We offer business level support, for your Uniface applications, whether it be adding a feature or solving a bug, you have a contract with us for response time and price.

<u>Providing fast 'trial' upgrades to the latest versions of Uniface and databases.</u>

Due to extensive experience in upgrading Uniface, we can provide the expertise and the programme, to upgrade your applications and development environment to the latest versions of Uniface. The first step in this process is a trial upgrade by the end of which all parties have a much clearer understanding of what the upgrade will involve and ultimately cost.

<u>Increasing the number of experienced, real-world Uniface Designer/Builders on hand.</u>

Sometimes all that is needed is another person. With a network of Uniface consultants in Sydney there is always a good chance that we can provide someone directly, or pass on the details of experienced contractors available for work.

<u>Increasing the number of Uniface aware people available for Documentation and Testing.</u>

Sometimes you would have enough people if only you could get someone to keep the documentation and testing up to date. March Hare are committed to providing high quality documentation for all our activities. This requires resources and organisation that we can pass on to you for significantly less than the cost of hiring more programming staff.

Training your development and design team in the best ways to use Uniface as a development tool.

March Hare do not provide Uniface training, this is supplied by compuware. We do however, supply training in the best ways to use Uniface and can advise on how to avoid common pitfalls. The two main areas that we train in are: configuration

What makes a successful Uniface upgrade?

There is in fact no such thing as a 'typical' upgrade. In our experience the 'success' of an upgrade is dependant upon the following factors:

An associated benefit to the users.

Minor functionality improvement coinciding with the upgrade or more Windows like behavior due to upgrade. This makes the effort and disruption seem more worthwhile to the users.

Increase in ease of administration.

Directory structures simplified, automated backup strategy put in place, March Hare Documentation left behind from the consultancy.

Higher confidence in reliability of the system.

It's a lot easier to be confident about a system if you know there is documentation on what is where, and if there is a problem that there is one number that you can call for support.

The major contributing factors towards this indeed being the case:

Time.

Time spent in setting up an environment that will be clear and simple to maintain in the future, and Time spent ensuring that all the user interaction with the system is understood. Time spent in 'trying' the upgrade out, and 'trying' different versions of your database / middleware / Uniface.

The Right People.

People that know the typical problems experienced before, during and after an upgrade. This can only be best understood by people that have had to upgrade similar systems before, and have had to support the systems afterwards.

Most of our clients choose to make us their first call for support after experiencing our service.

The Right Attitude.

We get to see a lot of IT sites, and often in 'crisis' mode. It's at times like these that consultants that have insisted on providing documentation, and work procedures, without resorting to needless over complication, are a blessing.

Pricing

Please see our web site for the latest pricing information:

http://march-hare.com.au/contacts/order.htm

Resume of
Senior Consultant

Date of Birth: 18th June 1968

Place of Birth: Goulburn, NSW, Australia

Qualifications:

I have over 10 years extensive experience managing, designing, implementing and working with Software Change and Configuration Management in several industries including Banking and Finance, Pharmaceuticals, and Manufacturing, with many tools including CVS, ClearCase, PVCS Professional, PVCS Dimensions, Continuus/CM Synergy, TeamSystem and Visual SourceSafe on Windows AS/400, AIX, HPUX, Solaris and Linux.

Bachelor of Arts, Sydney University (incomplete)

Associate Diploma in Business Commercial Data Processing - (1 subject uncompleted)

Uniface Certificate
Uniface Advanced Certificate
What's New in Uniface 7.2
Uniface Web Application Server

Australian Federal Government Security Clearance (expired)

SCCM Overview

Software Change and Configuration Management (SCCM) Systems experience including Release Management:

- Experienced trainer/facilitator on the subject of CM Design including mapping Business Requirements to CM methodologies and designing promotion model to environment mapping.

- Conversant on SCCM best practice - particularly with research by the Configuration Management Institute (Software Engineering Institute, Carnegie-Mellon University) and Susan Dart.

- Currently responsible for build and release systems on OS/400, Linux, HPUX, Solaris, Mac and Windows.

- Have routinely designed and assisted customers implement multi-user and multi-site development for over 50 people.

- Demonstrated ability to work with, as well as install various SCCM components including defect tracking, build management, version control and reporting systems.

- Assisted in the implementation of SCCM for Banking/Finance, Pharma, Manufacturing and Telecommunications industries.

- Exposure to Rational Unified Change Management processes.

- Worked with ClearCase, PVCS Professional, PVCS Dimensions, Visual SourceSafe, Continuus/CM Synergy in Uniface Commercial Software development environments.

- Designed the CVS Suite: Release Manager, Workspace Manager, Defect Tracking Integration, High Performance Server and Auditing plus wrote the book *All About CVS*.

- Have installed and worked with Atlassian Jira, Bugzilla and Mantis defect tracking systems including Bugzilla customisation.

- Developed the core CVS/CVSNT 2.x code since 2004.

- Developed the CVS Suite Visual Studio Integration, and many changes to TortoiseCVS Windows Explorer integration.

- Has worked extensively with structured development methodologies, CASE tools, Quality systems (including ISO 9000 / AS3563 approved), Rapid Application Development and Agile Development.

- Have very strong knowledge of design principles required to implement SCCM systems.

Uniface Overview

- Have used all UNIFACE products from version 5.1.c to 9.4.01, including Web Application Server and Uniface Flow.

- Has established and worked with Uniface in a Version Controlled environment with PVCS Pro, and UD6 with ClearCase, Continuus/Telelogic CM Synergy, PVCS Dimensions and others.

- Proven ability to work across major UNIFACE version changes.

- Good working relationship with the vendor Compuware.

- Has experience necessary to 'version proof' development for future maintainability as well as ease of cross platform support and upgrade from version to version. This experience can only be gained from having worked with all current major version changes of UNIFACE 5.1 to 5.2 and 6.1.d, 7.1, 7.2 and on to Eight and Nine.

- Familiar with Version 7, 8 and 9 principles and architecture.

- Have completed and performed many Uniface training courses.

- Have designed and implemented multi-user development sites for over 50 concurrent developers (in two different instances), as well as much smaller sites.

- Demonstrated ability to work with, as well as install UNIFACE production environments using most operating systems and database drivers, including Unix, VMS, Windows, Oracle, Sybase, C-ISAM, Informix SE, Solid, RMS, DECnet, TCP/IP.

- Trained all levels of employees on converting from 3GL (COBOL / C) to UNIFACE 4GL, including methods for: Training, Team structuring, Design and Development.

- Built with UNIFACE systems for Financial, Distribution, Manufacturing, Retail (Sales), Banking, and Network Management systems.

- Has team skills for maximising clients benefits gained from many years of contracting experience, from own company, March Hare as well as well-known consultancies Computer Power and Sequel.

- Has worked extensively with structured development methodologies, CASE tools, Quality systems (including ISO 9000 / AS3563 approved) and Rapid Application Development.

- Enjoys leading teams, and advising and supporting others.

- Have very strong knowledge of design principles required to implement systems in UNIFACE.

Recent Consulting Experience

2008   German based bank

>Our German distributor Udo Pott EDV Beratung has worked closely with this customer for several years including designing and implementing their SCCM with processes, technology and software from March Hare Software.

Responsibilities:

Product Manager

- Identify client requirements
- Map client requirements to SCCM process methodology
- Assist partner in selecting tools to automate SCCM process
- System integration management
- Training system integrator
- Documentation
- Client management

Consultant

- Consulting on site to ensure software and processes working to customer satisfaction

Environment:

>IBM System z Linux, Windows, Uniface, CVS Professional Suite, Custom SCCM Process and Software by Udo Pott EDV Beratung

2006 & 2008 North American based bank

Provided initial training for a single team in the bank to install a flexible, light weight SCCM solution.

After the initial system expanded from 10 people to over a hundred we were asked back to perform more training for a team to roll the system out to a further 3000 people within the bank.

Responsibilities:

Product Manager

- Design a process for the bank to design, trial and deploy a new SCCM methodology and tool chain
- Identify key stakeholders and incentivise them to join the decision making process
- Promote the benefit of simple solutions over complexity (KISS)
- Discover and apply new product opportunities
- Make a clear and simple business case

Lead Trainer (2008)

- Supervise a new trainer/facilitator

Trainer (2006)

- Train key decision makers in basics of SCCM
- Lead key decision makers to identify business drivers for SCCM with a focus on measurability
- Train IT managers and team on SCCM processes
- Facilitate IT managers and team on selecting SCCM process to fulfil previously identified key business driver
- Train quality management team in tools and reports

Consultant

- A day of consulting on site to ensure software and processes working to customer satisfaction

Environment:

SuSE Enterprise Linux, Windows, Atlassian Jira
CVS Professional Suite x64

2007   Canadian based bank

Migrate several historic releases and some unsupported repository databases to a new centralised server.

Key customer concerns were ensuring secure client/server connections and ensuring that a strict reserved model was deployed with no ability for individual team members to override that business rules.

Responsibilities:

Product Manager

- Ensure proposed solution is secure, including preventing snooping of client/server communications
- Demonstrate that implemented system can provide centralised control of reserved SCCM process
- Design automation that includes automatic notification of team members (email and Bugzilla subscription) when events occur and failsafe auditing to central enterprise database.
- Document a clear promotion strategy based on terminology familiar to existing teams

Lead Trainer

- Supervise a new trainer/facilitator
- Ensure key decision makers understand of SCCM
- Lead key decision makers to identify business drivers for SCCM with a focus on measurability
- Ensure IT managers and team trained on SCCM processes
- Co-Facilitate IT managers and team with selecting SCCM process that fulfils previously identified key business driver
- Measure effectiveness of quality management team training in tools and reports

Consultant

- A day of consulting on site to ensure software and processes working to customer satisfaction

Environment:

Red Hat Enterprise Linux Server, AIX client, Windows Desktop clients with JDeveloper. Bugzilla
CVS Professional Suite

2006   An association of finance professionals based in UK

Prepare a SCCM process and tool chain for a recently commenced Java development project using Oracle tools. The customer took a long term view and wanted to fix the technology and costs for 5 years.

There will be no QA Manager or SCCM manager role in the organisation so the development team must be able to easily manage the process and tool chain without compromising integrity and audit trail.

Responsibilities:

Product Manager

- Meet with the Oracle tool development team to discuss SCCM and tool integration to ensure the proposed solution will work not only with the current release but also future plans.
- Demonstrate that the proposed tool chain and proposed services will meet the long-term requirements of the organisation.

Trainer

- Train key decision makers in basics of SCCM
- Lead key decision makers to identify business drivers for SCCM with a focus on measurability
- Train IT managers and team on SCCM processes
- Facilitate IT managers and team on selecting SCCM process to fulfil previously identified key business driver
- Train operations management team in audit tools and backup procedures

Consultant Manager

- Supervise on site to ensure software and processes working to customer satisfaction

Environment:

Windows Server 2003, Windows Desktop clients with JDeveloper, Bugzilla
CVS Professional Suite

2005   Insurance Company based in UK

Install a key centralised repository working closely with central IT and security office.

Resulting application service needs to be highly resilient, secure and easily managed by the central IT team who are not SCCM aware or trained in the administration capabilities of the tool chain.

Responsibilities:

Product Manager

- Ensure proposed solution is secure, including preventing snooping of client/server communications
- Demonstrate that implemented system can provide required resilience and availability
- Manage the interests of disparate stakeholders
- Document the decision making process and ensure that the veracity of the documentation is agreed on by all stakeholders

Trainer

- Train key decision makers in basics of SCCM
- Lead key decision makers to identify business drivers for SCCM with a focus on measurability
- Train IT managers and team on SCCM processes
- Facilitate IT managers and team on selecting SCCM process to fulfil previously identified key business driver
- Train quality management team in tools and reports

Consultant Manager

- Supervise consulting on site and ensure software and processes working to customer satisfaction

Environment:

Windows Server 2003, Windows Desktop, Bugzilla
CVS Professional Suite