
e2x ATG Health Check

“Premier Farnell's strategically important customer facing website was having a number of technical and process issues, preventing it from being deployed in a sufficiently stable state for high-volume use. e2x undertook a strategic review of the complete e-commerce suite and, having worked in a top 5 consultancy myself, produced the finest consultancy report I have seen. The report went straight to the nub of the issues and included a realistic prioritised plan to succeed. We worked with e2x to implement all the recommendations and now have a reliable system which has run well ever since, providing over 30% of our revenues. I was delighted with the work done and would not hesitate to recommend e2x to any CIO.”

Graham Johnson, Head of Global Business Systems, Premier Farnell.

Most projects are compromised by competing requirements, priorities and budget constraints which unfortunately have a habit of becoming self perpetuating. As a result, sometimes solutions end up being built on insecure foundations which become more critical over time. The e2x ATG Health Check can help you address these risks.

Benefits

- Go Live risk reduced.
- Development timescale risks can be reduced, depending on the timing of the ATG Health Check.
- Expert assessment of implementation quality and guidance on test led development to reduce total cost of ownership (TCO).
- Identification and analysis of potential or existing architectural and implementation issues (e.g. performance and stability problems) to eliminate down time.
- Clear guidance on how to address any identified issues using a prioritised plan within the Health Check Report.

Activities

The health check consists of four activities:

1. **Interviews with key personnel.** Interviews with the end customer, project manager, technical architect(s), senior developers and testers help us understand the requirements, constraints and driving forces behind the project.
2. **Environment review.** The planned or existing system environments are reviewed, including the operational characteristics of the running system if there is one.
3. **Code and configuration review.** Review of all Java, JSP and other code and configuration related to the ATG system. The review will be prioritised with the greatest amount of time spent on any area the client indicates to be an area of concern.
4. **Construction and delivery of report and recommendations.** Writing and hand-over of report with prioritised recommendations. Typically carried out in an incremental manner to accommodate feedback on key findings. Can also include a summary presentation if required.

Engagement

e2x are able to deliver the Health Check report in under three weeks with the customer getting first sight of major findings and recommendations within a week of commencement. Although the Health Check uses a standard set of activities and tests we are happy to prioritise our review to your particular concerns, whatever they may be.

Who has benefited?

'Multinational electronics distributor'

- Identified and fixed major architectural flaw blocking go live (system subsequently went live within the review period)
- Identified several potential sources of performance and instability issues in the implementation that could be addressed as a maintenance activity

'Major UK Retailer'

- Identified root cause of major stability problems in live system (subsequently fixed in a follow-up piece of work)
- Identified performance bottlenecks in system architecture

'Major European TelCo'

- Identified major flaws in system implementation affecting the ongoing maintenance and evolution of the system
- Reverse-engineered system architecture that hadn't been documented and was not well understood

'Major UK Logistics Organisation'

- Identified root cause of major stability problem in live system which was subsequently fixed

Why e2x

e2x is one of the most experienced ATG partners in Europe, having successfully delivered ATG e-commerce solutions since 1999 for clients such as Philips, Vodafone, Royal Mail Group, B&Q, Premier Farnell and lastminute.com. We have run projects, consulted to project teams and delivered software to organisations across a broad spectrum of business domains from retailing to telecoms, including the delivery of the ATG global internet platform for Philips BV. Many of our clients have benefited from our Health Check review, finding it a low-cost, quickly-executed way of addressing project and technology issues.

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