SURROUND TECHNOLOGIES™

Creating Software People Love

Your Legacy System

Gentlemen, we can rebuild it.

We have the technology

We have the capability to build your companies most *powerful software*.
Your legacy system will be that software.
Better than it was before,
Better... stronger... faster.

©1973 Six Million Dollar Man

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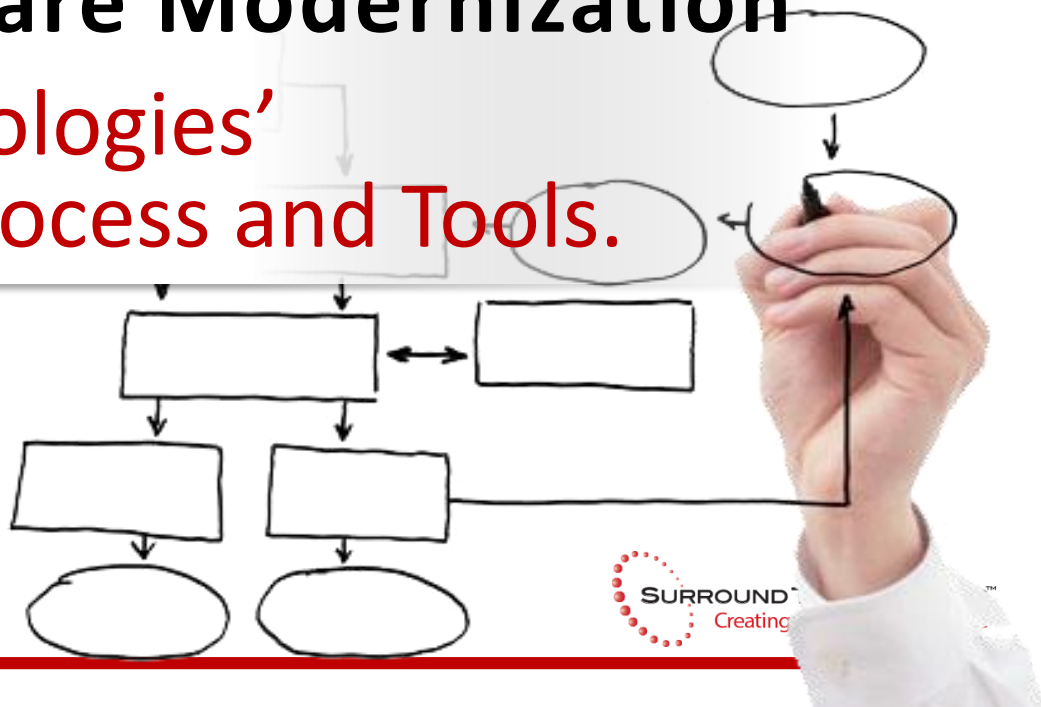
Accelerating Software Modernization

with Surround Technologies' Strategies, People, Process and Tools.



Presented by: Lee Paul
Surround Technologies

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Creating Software People Love

Today's Speaker

Presented By: Lee Paul

[CEO / Accelerated Software Development Evangelist]

lpaul@surroundtech.com | www.surroundtech.com

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SURROUND TECHNOLOGIES™

Creating Software People Love

We are

Software Development & Modernization

SUPERHEROS

SURROUND TECHNOLOGIES™

Creating Software People Love

With

The **Right Strategies**

The **Right People**

The **Right Processes**

& The **Right Tools**

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To Accelerate the Development of Software People Love!

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Solutions for:

Mobile

Web

Windows

Integration

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Develop Faster

Develop Better

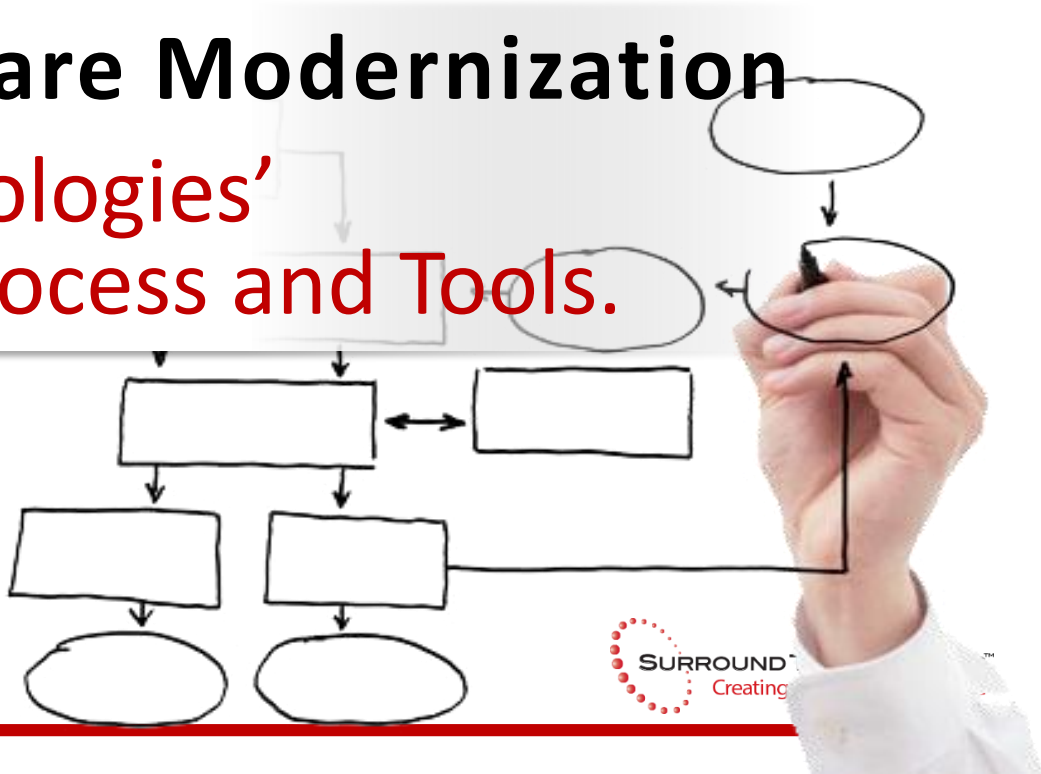
Develop More

Develop Smarter

TODAY'S SESSION:

Accelerating Software Modernization

with Surround Technologies'
Strategies, People, Process and Tools.



I showed my 12 year old son an old floppy disk….

He said “Wow… Cool!
You 3D printed the save icon!”

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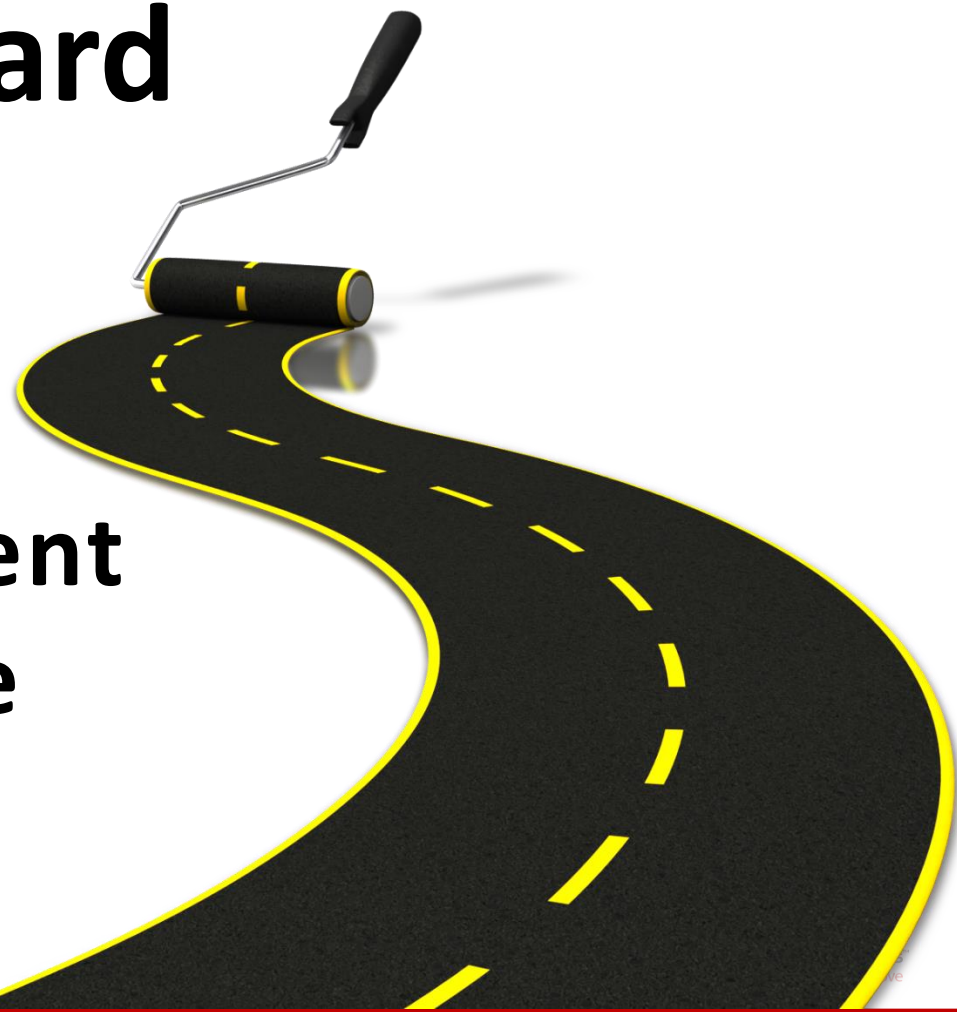
The Way Forward

Modern Development
Modern Software
Happy People



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We're Software Developers!

What's Your Super Power?

4 Tenets of Software

The ***4 Tenents of Software*** are design principles that denote what it takes to create a great software application.

- Holistic View
- Puts Users into Consideration
- Best Practices
- Maximum Quality and Return

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The 4 Tenets of Software

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The First Tenet is: Useful

- *It's the foundation of a users satisfaction.*
- *Software should provide some **useful** function*
- *It should perform the function(s) necessary to complete the tasks*
- *It should be superior to any other*
- *The more useful it is the more it will be used*

Don't Reinvent the Wheel…

The 4 Tenets of Software

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The Second Tenet is: ***Usable***

- *More than just Visual. It's how the software works for the user*
- *Users need to be able to gain productivity*
- *Perform tasks with minimal effort*
- *Performs the expected function perfectly*

Don't Make Me Think…

The 4 Tenets of Software

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The Third Tenet is: Desirable

- *Users should choose it over alternative products available to them.*
- *Find it appealing*
- *Helps them, makes life/work better*
- *More likely to dismiss deficiences if the overall experience is acceptable.*
- *“Software that people proclaim they love”*

The 4 Tenets of Software

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The Fourth Tenet is: ***Feasible***

- Time
- Cost
- Technical skills
- Available Technology
- All the above must be taken into account and weighed against the return that is gained.
- If the software is not feasible, it should not be created.

In this Session

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Ideas for achieving all 4 Tenets

Useful

Desirable

Usable

Feasible

To get to where you need to be.

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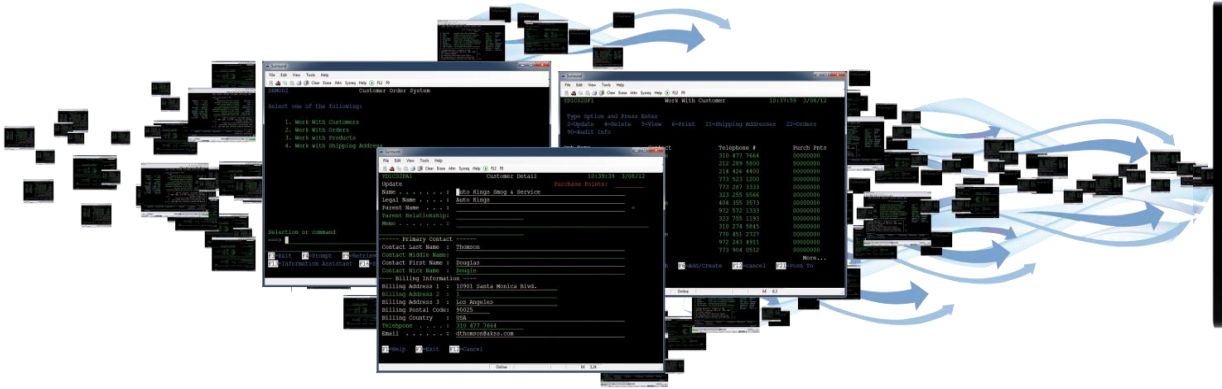
Go from these (Current State):



Outdated, Terminal,
Cryptic, Inefficient,
Command Line Interface

To this (Future State):

Modern, Multi-device,
Intuitive, Productive,
Robust User eXperience

Because…

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Truly effective Software Development doesn't happen by chance.

It's the result of planning and careful adherence to a sound methodology.

Surround has the highest expectation for the software that we develop.

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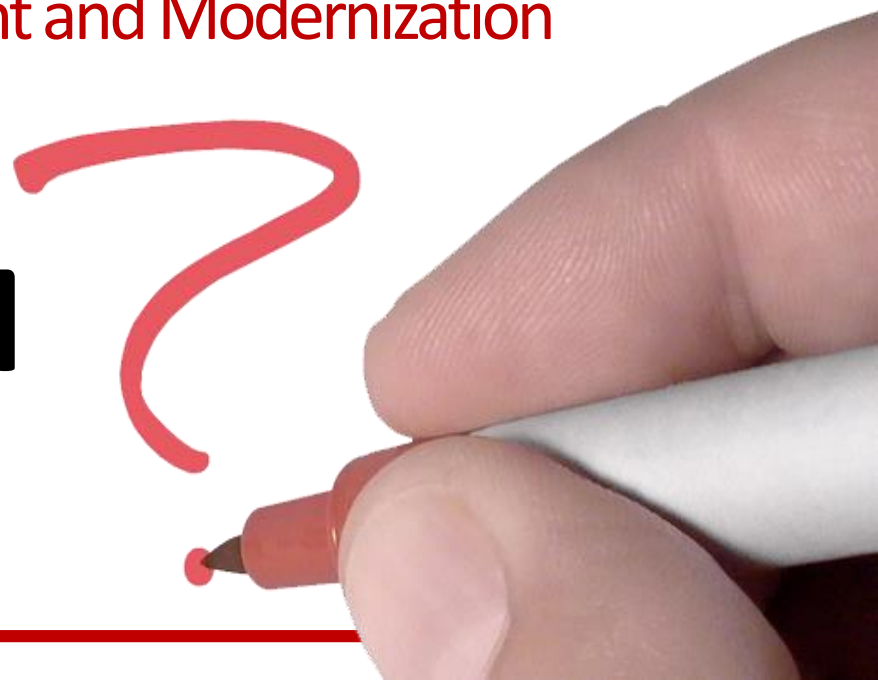
Accelerating Software Development and Modernization

DEFINING THE PROBLEM



Why do we have software?

[Open question for the room. Let me hear your thoughts.]

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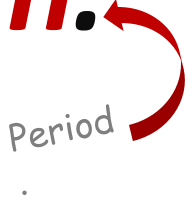
The Answer Is Simple.

Software Solves A Problem.



It's that ***simple.***

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PROBLEMS PLAGUING SOFTWARE

See if you have some of these…

Software Problems

- Software gets in the way of completing tasks
- Slows down the users workflow.
- Requires more work for users, rather than less.
- Hides system information through convoluted access or navigation.
- Is overly complex and difficult to learn.
- Is overly simplified and inefficient.
- Too easy to make mistakes.
- Is aggravating and frustrating to use.

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PROBLEMS PLAGUING SOFTWARE DEVELOPMENT

See if you have some of these…

Software Development Problems

- Long Software Release Times
- Long Waits for Requested Changes
- Significant Project Backlog and Reduced Delivery Capacity
- Lack of Return and Significant Total Cost of Ownership (TCO)
- Limitations and Proprietary Lock-Ins
- Changes are often High Risk and Disrupts Business
- Software from the dark ages.
- No ability to adapt to changing technology.
- Decreased Productivity and Adoption.
- Lack of Application Monitoring, Management & Control

What is Modernization?

It is a software development problem.

Modernization Problem

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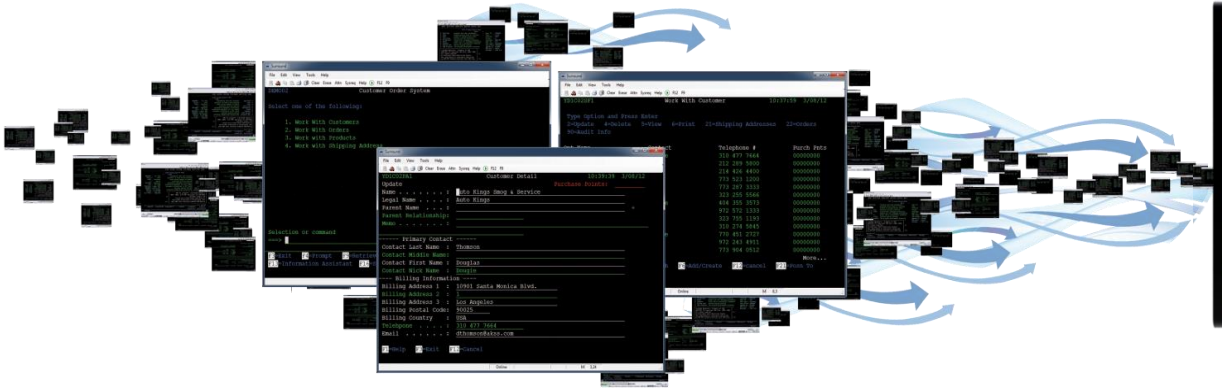
Go from these (Current State):



Outdated, Terminal,
Cryptic, Inefficient,
Command Line Interface

To this (Future State):

Modern, Multi-device,
Intuitive, Productive,
Robust User eXperience

Typical Modernization Problems

- Tactically focused, lacking alignment to business strategy
  << or >>
  Strategically focused, lacking considerations for immediate or short term needs
- Business value proposition is poorly articulated or non-existent and may not even be well understood
- ROI is primarily or exclusively based on IT cost savings
- Proposed initiatives lack business visibility, buy-in and funding
- End State Vision does not address technical debt inherent in legacy data and application architectures

Technical Debt

- Results from applying changes that degrade data and software architecture.
- Each set of changes increases time and cost of applying future changes.
- **Too much technical debt can "bankrupt" Software projects**
  - Occurs when current software no longer serves a foundation for future state business evolution
  - Changes beyond simple fixes are too costly and time consuming to pursue
  - Major business initiative are taken off the table, escalating concerns to senior executives
  - Software transformation options narrow dramatically and transformation costs and efforts increase significantly

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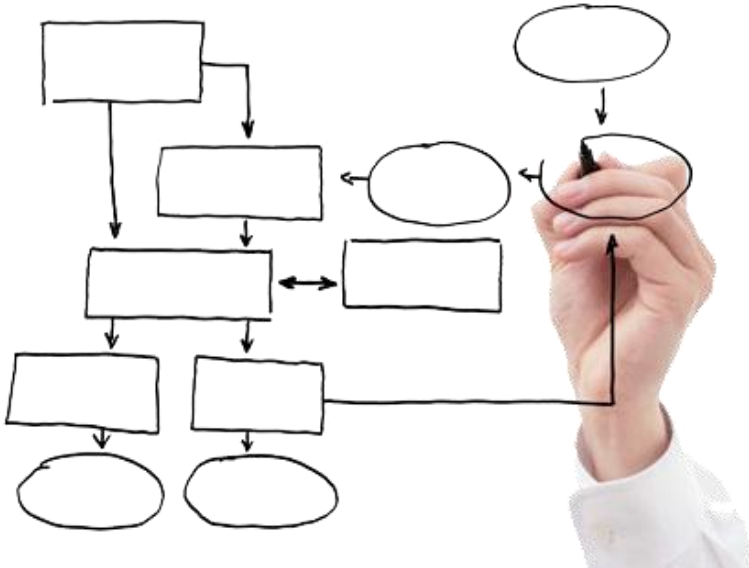
Accelerating Software Development

DEFINING THE REQUIREMENT



4 Players in the Development Process

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- The Business

  They invest in software to meet a business need.

- Users

  Their use of the software provides the return on the investment.

- Developers

  They take the investment and deliver the software

- Providers

  They provide software and tools to decrease the investment, increase the return or both

Modernization Approaches

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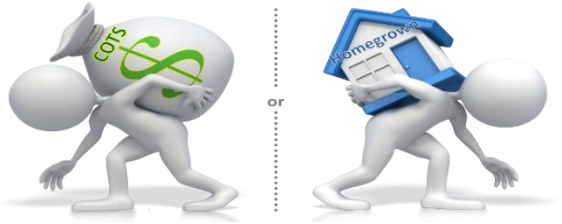
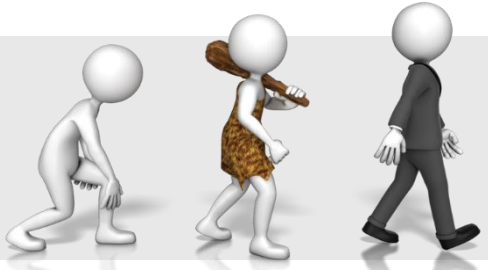
- Purely Tactical
  (Band-Aid)

- Purely Strategic
  (Rip and Replace)



- Tactical and Strategic
  (Evolve and adapt)



Modernization Musts

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- Stop treating Modernization as a “Modernization project”
  Treat it as a “Software Development Project”.
  Cause, that’s what it is!
- Look at your Software Development challenges holistically and eliminate silo-based planning and funding.
- Tie Software Development investments to business transformation, Increased Business Efficiency, business strategy and business requirements.
- Understand, articulate and communicate the risks of Technical Debt and Development Bankruptcy.

Modernization Musts

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- Understand your Current State.
- Define your Future State – The Vision!
- Balance short term tactical and long term strategy with immediate business demands, ROI and TCO
- Establish a business-driven framework to drive modernization via architecture transformation concepts
- Support the developer, the user, and the business during every stage of the journey

Modernization Musts

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- Have a phased strategy that delivers quickly
- Implement change at a pace that suits your business
- Take an adaptive agile approach.
  The shortest route is not a straight line.
- Reengineer only where and when needed
- Ease in to Expertise
- Framework foundation for future agility

Modernization Musts

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- **Pay Down Technical Debt**
  - DO NOT INTRODUCE NEW DEBT!!!
    New standards and processes; Change development culture
  - Include debt reduction activities in new development
  - Eliminate/Minimize any Band-Aid Solutions
    Make sure tactical business needs truly justify need
  - Avoid Limitations and Dead Ends
    Especially those introduced through proprietary tools and technologies
  - Phase out existing technology limitations
  - Re-architect where and when possible

The Results are what matter most!

That is what defines success.

Happy productive users means Happy Customers & Happy Bosses….

Results come from:

The Right Strategies

The Right People

The Right Processes

& The Right Tools

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Accelerating Software Development

ADOPTING A STRATEGY

#1

Modern Software

for a business developing software.

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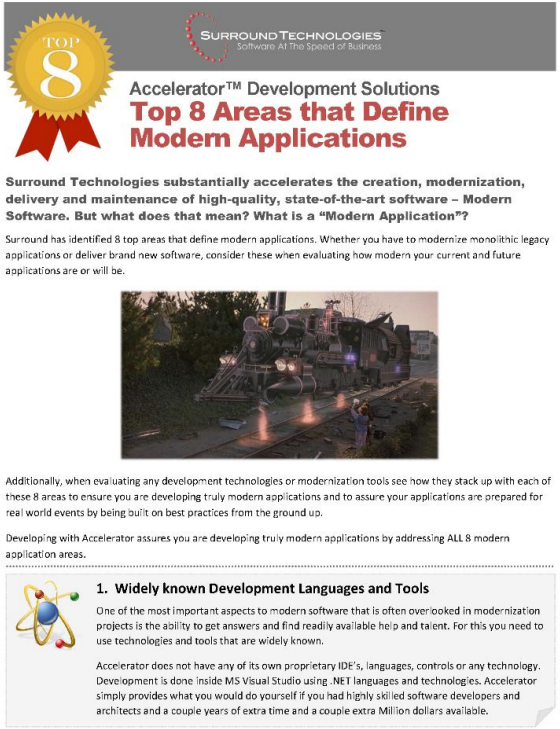
Modern Software



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Software At The Speed of Business

Accelerator™ Development Solutions

Top 8 Areas that Define Modern Applications

Surround Technologies substantially accelerates the creation, modernization, delivery and maintenance of high-quality, state-of-the-art software – Modern Software. But what does that mean? What is a "Modern Application"?

Surround has identified 8 top areas that define modern applications. Whether you have to modernize monolithic legacy applications or deliver brand new software, consider these when evaluating how modern your current and future applications are or will be.

Additionally, when evaluating any development technologies or modernization tools see how they stack up with each of these 8 areas to ensure you are developing truly modern applications and to assure your applications are prepared for real world events by being built on best practices from the ground up.

Developing with Accelerator assures you are developing truly modern applications by addressing ALL 8 modern application areas.

1. Widely known Development Languages and Tools

One of the most important aspects to modern software that is often overlooked in modernization projects is the ability to get answers and find readily available help and talent. For this you need to use technologies and tools that are widely known.

Accelerator does not have any of its own proprietary IDE's, languages, controls or any technology. Development is done inside MS Visual Studio using .NET languages and technologies. Accelerator simply provides what you would do yourself if you had highly skilled software developers and architects and a couple years of extra time and a couple extra Million dollars available.

Top 8 Areas:
That define Modern Applications

1. Widely known Development Languages and Tools
2. Readily Available Skills and Multi-Vendor Support
3. Productive User Experience (UX)
4. Adaptable Software Architecture
5. Run on all types of devices
6. Seamless Integration to other software and systems
7. Standard Web Services and system interfaces
8. Robust Database / Data Stores

#2

Modern Software

for an “End User”

(employees, customers, business partners, vendors, …).

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Create Software People *Love*!

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A Usable Product

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- Is easy to learn
- Hard to forget
- Minimizes burden
- Reduces workload
- Anticipates and forgives mistakes
- Does what the user wants, when the user wants it
- Always provides feedback
- Is satisfying and perhaps fun to use.
- Supports users at all skill levels and motivates them to advance

With a Usable product, User can …

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- Find what they need
- Discover what else is there
- Use the software to its fullest
- Make quick and accurate decisions
- Do it without help from others
- See their progress and success
- Leave feeling their time was well spent

User Experience is the ROI

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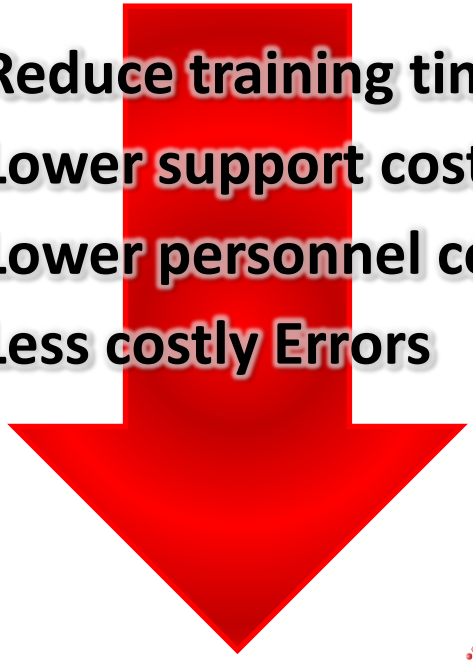
Business software development is always about the ROI and nowhere can this be better achieved than in lasting, daily end-user productivity.

Productive UX Yields Daily Higher ROI

Software that is easy, intuitive and productive to use will

- Accelerate adoption
- Increase production
- Better service
- Improve customer satisfaction
- Boost Revenue



- Reduce training time
- Lower support costs
- Lower personnel costs
- Less costly Errors

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Modern Software People Love

Eight is Great:
8 Keys to a Productive UX

1. Learnability
2. Memorability
3. Findability
4. Discoverability
5. Efficiency (Time on Task)
6. Accuracy (Task Completion)
7. Multi-Tasking
8. Subjective User Satisfaction

Software People Want to Champion

Support	Users agree the software is useful, needed, and effective
Advocate	Users vocally talk about the value of the software to the business and encourages other to adopt it.
Sponsor	Someone who allocates their time and or resources to prioritize the use of the software.
Champion	Demonstrates accountability for the use of the software.

#3

Modern Software

for the “Developer”

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All Software Developers have the same goal when developing:

To make the best applications possible!

...Unfortunately, they rarely have time or budget for that.

Can you Relate?

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Empower Developers

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The results are what matter the most.

Create a culture rooted in the "Get it done - results matter" philosophy.

- Software development is largely about creating a culture of high performance, and motivating and empowering people to achieve organizational goals and objectives.
- Make development about the **speed** and **quality** of delivery.

Top 7 Pillars:
For Accelerating Windows, Web & Mobile Development

1. Productive User Experience
2. Process, Methodology & Standards
3. Software Design & Architecture
4. Developer Efficiency
5. Application Interoperability
6. Modular Software Snap-Ins
7. Leverage Existing Software Assets

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Process, Methodology & Standards

Define, Establish and Follow:

- **A Software Development Process** from concept to deployment to long term maintenance and enhancement
- **Software Development Standards** based on proven best practices.
- **Structured Development Methodologies** that optimize developer efficiency and focuses it on business functionality

Create guidelines to developing software responsibly and effectively with short- and long-term considerations for both the user and other developers that play significantly to the return on investment and ongoing total cost of ownership.

Development Process

Transform how to envision, develop, and use software to drive ***greater growth and profit***.

Create a ***process*** for fast, quality, repeatable and continual development.

Continue to ***improve and adapt*** your process.

Accurately assess and estimate projects scope, effort and timeframes. This keeps development ***within budget*** and ***on schedule***.

Development Process

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- Provide clear details about a project and set the appropriate expectations for the users and business executives alike.
- Define and communicate your strategy
- Execute to and through delivery.

A solid software development process will prove project after project to deliver solutions the users and the business love in the expected budget and timeframe.

Develop Smarter

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Produce ***more*** applications

Produce them ***better***

Produce them ***faster***

Develop *smarter.*

Architecture

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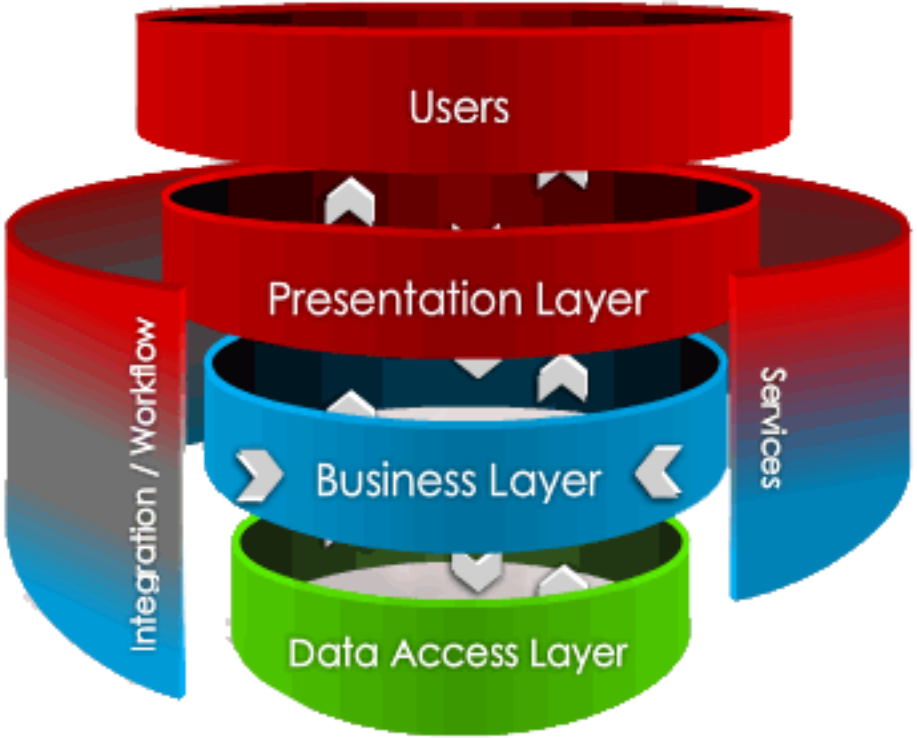
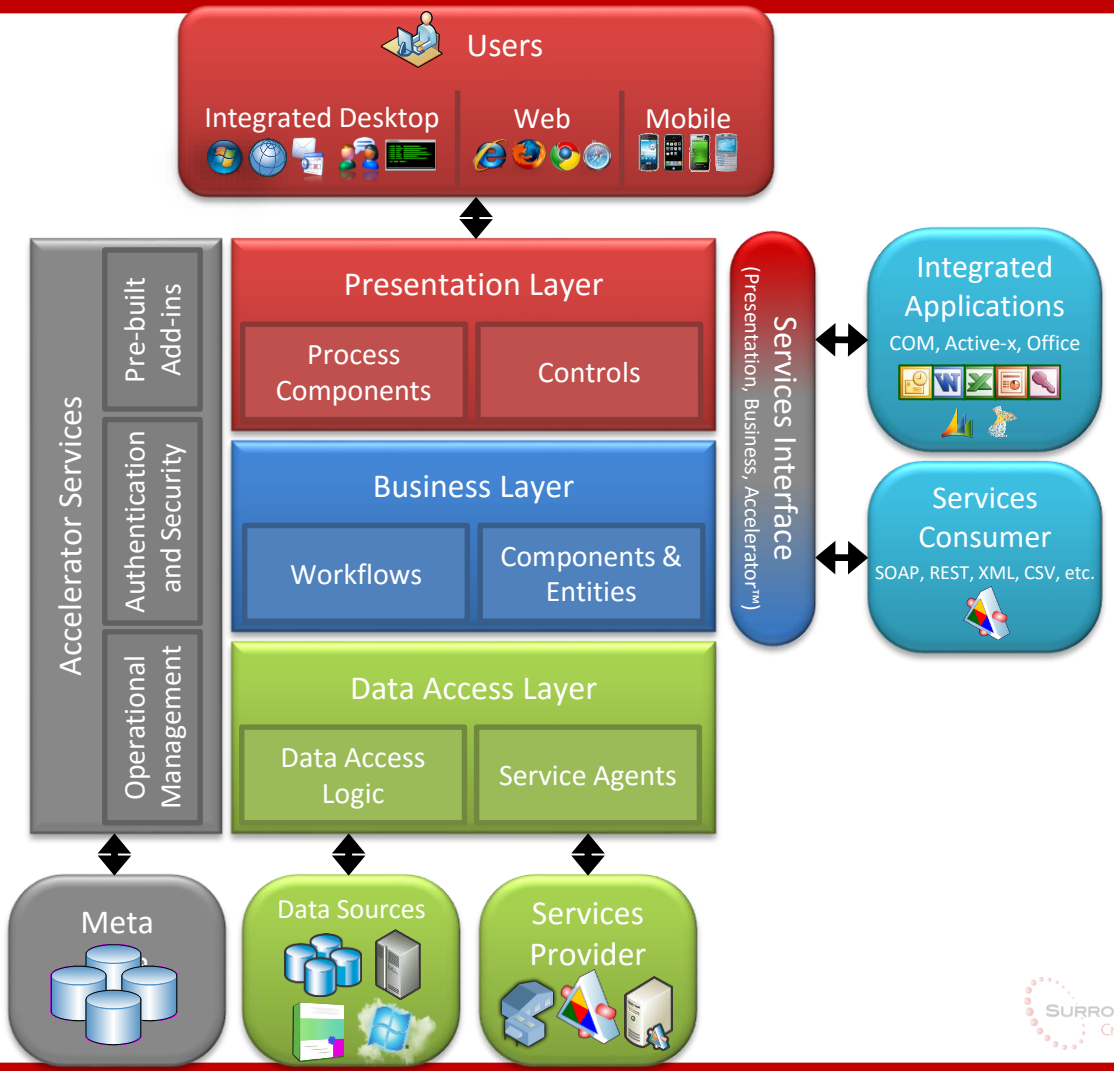
The Great Enabler of the Agile Enterprise



n-Tier Architecture



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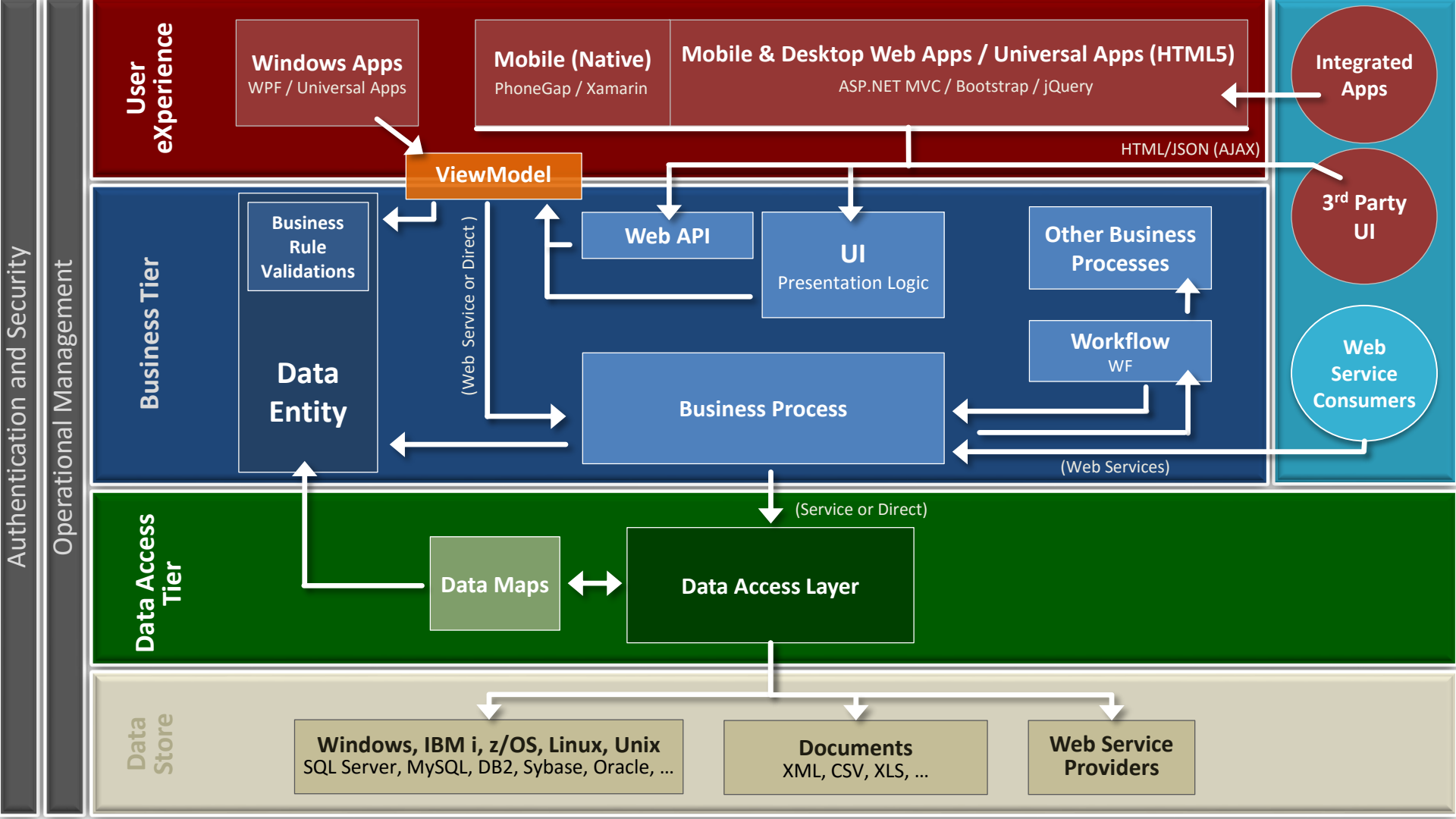
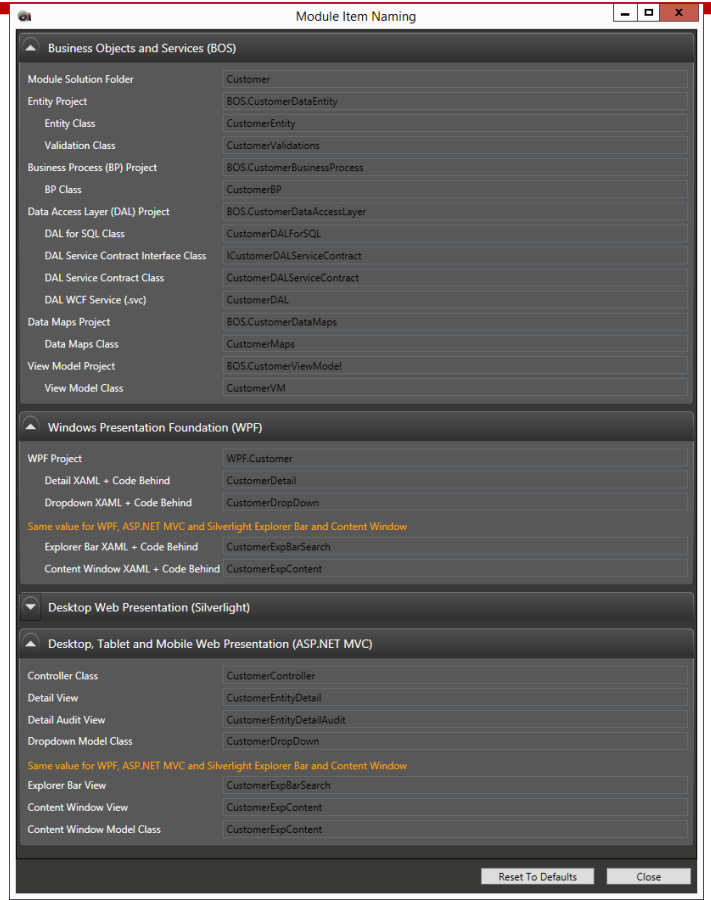

Authentication and Security
Operational Management
User eXperience
Windows Apps
WPF / Universal Apps
Mobile (Native)
PhoneGap / Xamarin
Mobile & Desktop Web Apps / Universal Apps (HTML5)
ASP.NET MVC / Bootstrap / jQuery
Integrated Apps
HTML/JSON (AJAX)
ViewModel
3rd Party UI
Business Tier
Business Rule Validations
Data Entity
(Web Service or Direct)
Web API
UI
Presentation Logic
Other Business Processes
Workflow
WF
Business Process
Web Service Consumers
(Web Services)
(Service or Direct)
Data Access Tier
Data Maps
Data Access Layer
Data Store
Windows, IBM i, z/OS, Linux, Unix
SQL Server, MySQL, DB2, Sybase, Oracle, ...
Documents
XML, CSV, XLS, ...
Web Service Providers

Module Generated Components



Modern Software

- #1 – For the **Business** Investing in the Solution
  - Top 8 Areas that Define Modern Applications
- #2 – For the **People** that use the Software
  - Eight Keys to a Productive User Experience
- #3 – For the **Development Team** that delivers it
  - Top 7 Pillars to Accelerating Software Development

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Delivering Modern Software

PUTTING IT TO PRACTICE

All this probably seems easier said than done, right?

It doesn't have to be!

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Remember that results come from:

The Right Strategies
The Right People
The Right Processes
& The Right Tools

It just so happens that is exactly what we can help with.

Surprise!

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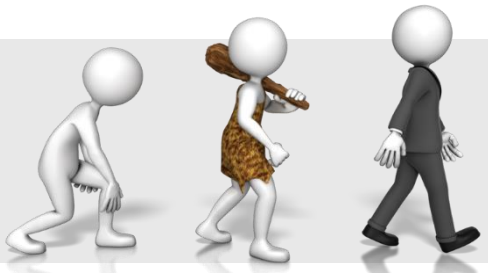
Our Strategies

We apply our broad industry experience to analyze and assess where you are today and where you wish to be in the future to provide an agile phased strategy to getting there over a timeframe that makes sense for your business.

- Tactical and Strategic

  (Evolve and adapt)



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Strategy and Discovery Services

- Development Strategy and Process
- Modernization Strategy and Roadmaps
- Application Portfolio Analysis
- Analysis, Assessment and Scoping
- Business Process Mapping
- User Experience Consulting
- Project Management

People

- Train and improve the people you have; we can help with that.
- Use consultants like us where and when needed

Our broad range of solutions and experience will accelerate your software development and establish a long term culture of productivity and innovation.

We have the Training you need for your People

- Education and Coaching
  - Accelerated Development – Building a culture of productivity
  - Windows, Web and Mobile Development
  - Microsoft .NET for IBM i
  - Accelerator Tools
  - On Demand Coaching and Development

We have the People you need

- Professional Services
  - Assisting and filling in skillset gaps
  - Extra power when you need it
  - Windows, Web and Mobile Applications
  - Software Architecture
  - User Experience Design
  - Database Design
  - Systems Integration
  - On-premise, cloud and hybrid enablement
  - Managed/Turn-key Software Development

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Modernization Options

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- Accelerator
  - Architecture
  - Frameworks
  - Generation
  - User Experience
- X-Analysis
  - Detailed analysis of Current State
  - Business rule extraction and code generation
- Renew with Looksoftware
  - Reuse legacy 5250 and 3270 Uis
  - Provides strategic approach with rapid tactical low risk return

ACCELERATOR™ Flexibility

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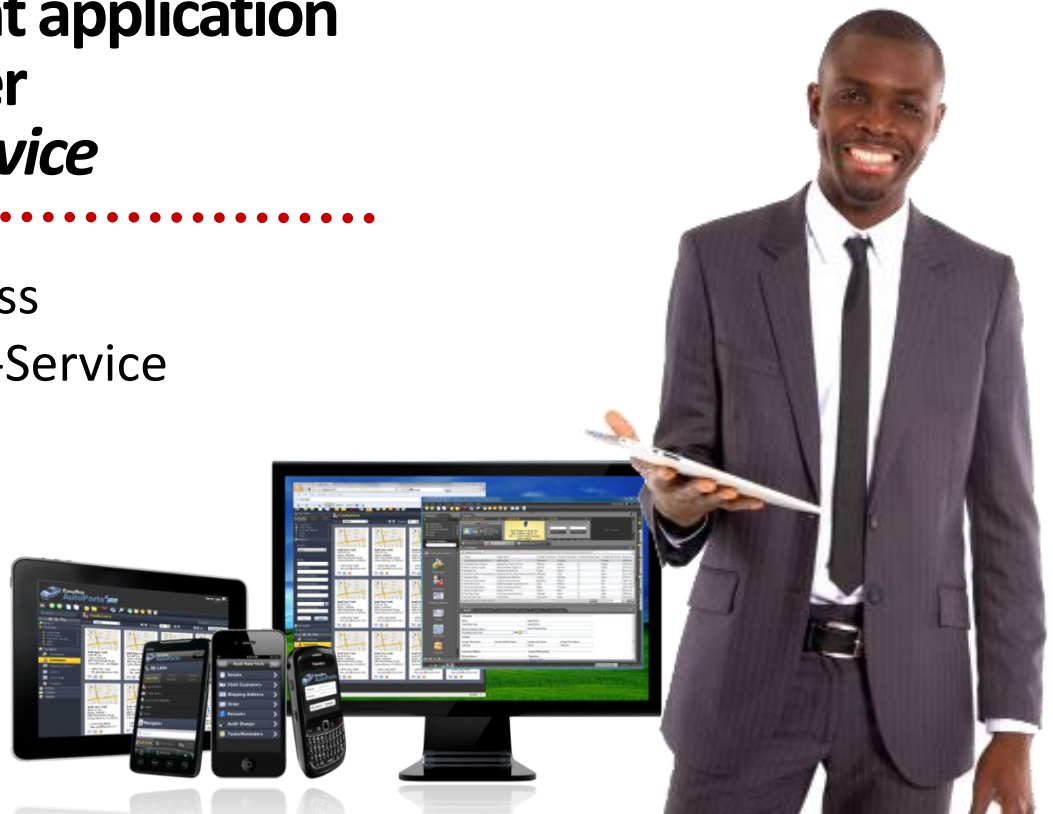
Deliver the **right application**
to the **right user**
on the ***right device***

- Line Of Business
- Customer Self-Service
- Ecommerce
- Mobile
- Tablet
- Kiosk
- Etc …



ACCELERATOR™ Options

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Develop what you need at **your pace** when **you need it.**

- Write new software
- Rewrite existing software
- Extend existing software
- Reuse and integrate with existing programs
- Reuse and transform existing 5250/3270 “Green Screen” User Interfaces
- Rapidly deliver enterprise Windows, Web and Mobile applications
- Evolve legacy systems to new modern applications at your pace.
- Combine new, legacy and other systems into one seamless unified user experience.
- Stop building more legacy and accumulating even more technical debt.
- Advance developer skills, learning the most modern technologies quickly.
- Use best practices software design and architecture.
- Have superior application performance and reliability.
- Eliminate your change request backlog.

ACCELERATOR™ Freedom

SURROUND TECHNOLOGIES™
Creating Software People Love

No Limitations :: No Dead Ends

ACCELERATOR™

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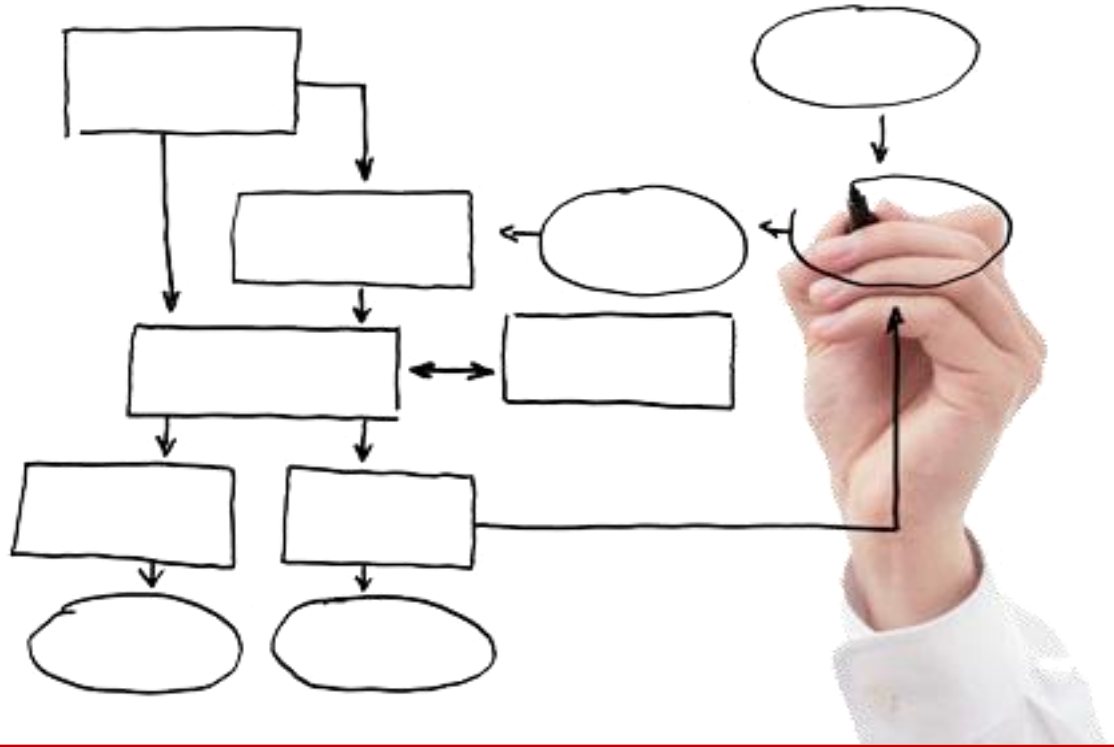
Creating Software People Love

Strategy
People
Process
Tools



Food for thought

SURROUND TECHNOLOGIES™
Creating Software People Love

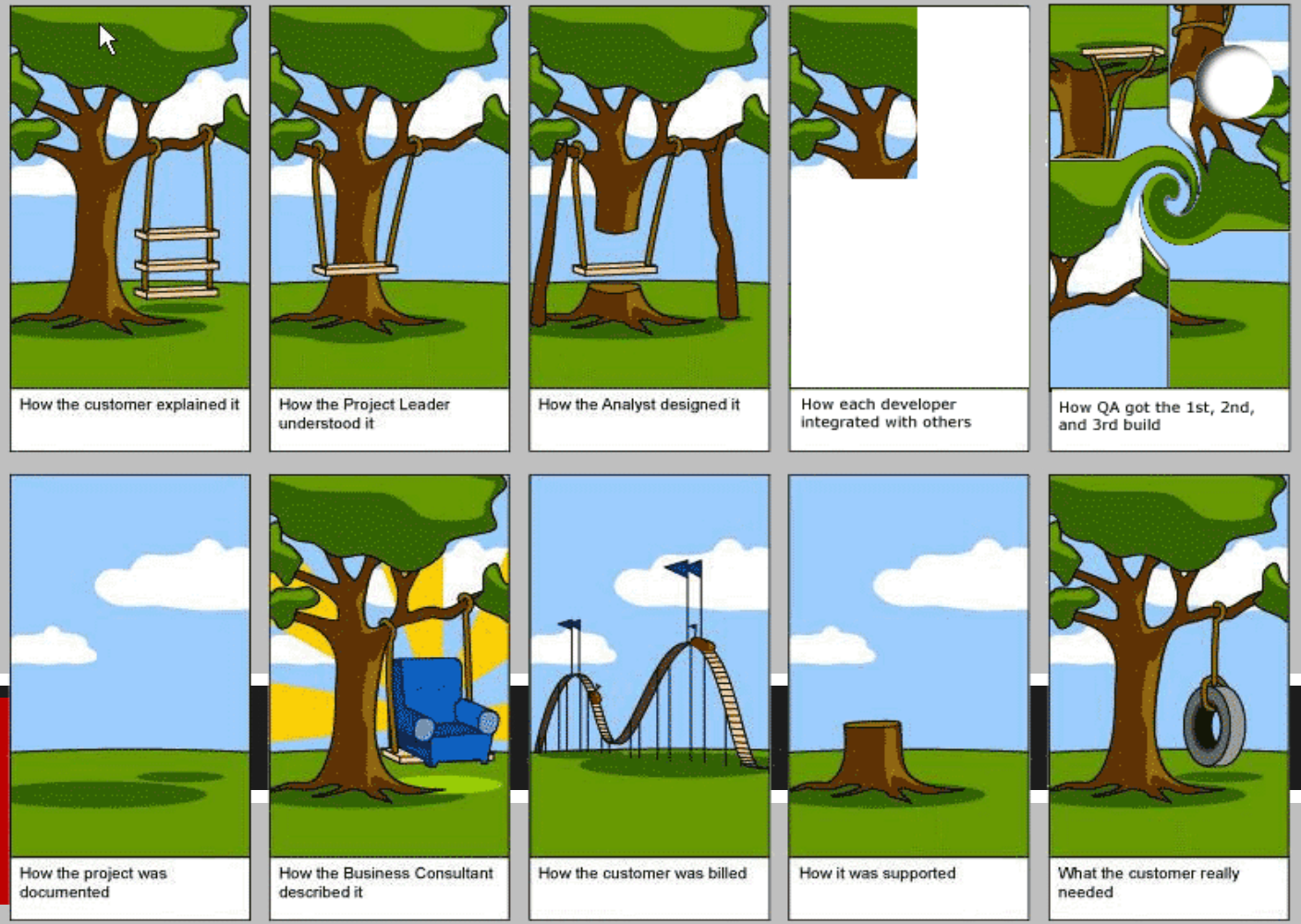
If you could ***develop faster with better quality and more necessary functionality,*** *how many more projects could be* ***useful, usable, desirable and feasible.***

Create Software Users Will Love

SURROUND TECHNOLOGIES™
Creating Software People Love

We believe that **you can be a software superhero** by creating software your users will love, and your business will see value and return.

Q&A


How the customer explained it
How the Project Leader understood it
How the Analyst designed it
How each developer integrated with others
How QA got the 1st, 2nd, and 3rd build
How the project was documented
How the Business Consultant described it
How the customer was billed
How it was supported
What the customer really needed

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Creating Software People Love

Thanks for listening

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[CEO / Accelerated Software Development Evangelist]

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