



IMPROVE PRODUCT QUALITY & REDEFINE BUSINESS NEEDS

THE COMPANY

Arab Bank headquartered in Amman, Jordan is the largest global Arab banking network with over 600 branches spanning five continents. Arab Bank is also present in key financial markets and centers such as London, Dubai, Singapore, Geneva, Paris, Frankfurt, Sydney and Bahrain.

Arab Bank provides a wide range of financial products and services for individuals, corporations and other financial institutions. The Bank's products and services cover Consumer Banking, Corporate and Institutional Banking and Treasury services.

THE CHALLENGE

Xcelliti helped Arab Bank, Jordan to migrate from Rational ClearQuest, ClearCase and RequisitePro to IBM Collaborative Lifecycle Management Solution. IBM Rational Collaborative Lifecycle Management is an application lifecycle management solution that includes IBM Rational Team Concert, IBM Rational DOORS Next Generation and IBM Rational Quality Manager products. The inclusion and integrations of these products in one solution delivers requirements management, quality management, change and configuration management and project

planning and tracking capabilities on a single platform. It enable teams' to start with one product to address immediate needs and add capabilities as their needs evolve.

THE SOLUTION

The previous set of tools which include IBM Rational CQ, CC and ReqPro, were available with limited integration and different teams were using it in silos. Among all the tools CQ was being used extensively with different workflows which has been used by different users form various geographical locations. One of the most complex workflow was the Change Management, the bank has made various complex customizations to make it as per the needs. Team Xcelliti took this up as a challenge & designed the same workflow in IBM RTC by writing customized plugins, validations & customized email notifications has also been applied at different states of workflow.

Source code management and integration with development IDE's was another area where Xcelliti added value by integrating RTC with the following IDE's: MS VS for .net development, eclipse for Java development and Rational Developer i (RD i) for the development work on AS400. This helps all the developer to check-in, check-out their

Case Study IBM Collaborative Lifecycle Management (CLM) Solution



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code directly from the IDE's. Previously there was no concept for direct check-in check-out operation as Arab Bank is using CC in a very limited way.

Xcelliti also helped the bank to adopt the best practice for collaborative management of project lifecycles using IBM Rational DOORS NG and IBM Rational Quality Manager. This helps increase traceability and visibility of changes across the product lifecycle for faster impact assessment and better quality. It also address the needs and concerns of quality managers, business analysts and release management using advanced reporting capabilities, making it easier to assess readiness for delivery.

Bank was also facing enormous challenge in extracting reports for the decision makers, they used to extract data in MS Excel format to share with stakeholders by working on the extracted set of data from ClearQuest. Xcelliti has designed customized dashboards also designed for displaying various types of data from different sources onto a single page, which can be useful for tracking status, progress, and activity at a glance.