APPLICATION DEVELOPMENT CASE STUDY
Mainstream Technologies *LEAN SOURCING™*
MEET EXPECTATIONS & TIGHT DEADLINES | MINIMIZE RISK

Key Takeaways

As our dependence on software grows, it is more important than ever for application development teams to have the capacity and flexibility to keep pace with user demands for new or enhanced features.

One challenge app dev team leaders face is that user demand is often unpredictable. Since it is unpredictable, they're faced with either staffing for peak demand or take the risk of delaying delivery schedules when the workload exceeds capacity.

A nationally recognized private sector enterprise was faced with this situation and arrived at a solution that provided them with the utmost flexibility and versatility while minimizing risk and preserving their budget.

Why Read This Report

If you are responsible for managing an application development team, and delivering new software features to your stakeholders, and you are struggling with:

- meeting tight deadlines that outstrip your capacity, or
- your challenged with finding and retaining experienced talent, or
- your organization suffers from staff turnover then *Lean Sourcing™* may be an option.

"Mainstream gave us the ability to meet our business demands and maintain progress even while we had other factors working against us. Because of Mainstream, we never missed a delivery date!

We think of Mainstream as an important member of our team and a part of our annual planning process."

Director Application Development

Lean Sourcing™ provides a path to meet demand, scale capacity as needed, preserve institutional knowledge and improve delivery time without the need for a long term commitment.

Customer
Nationally Recognized Private Sector Enterprise

Industry
Hospitality/Resort/Real Estate/Retail

Business Challenge
One of this organization's app dev teams recognized in their annual planning session that their anticipated workload in the upcoming year exceeded their capacity to meet demand in a timely manner due to staffing constraints.

To meet business expectations, they estimated they needed two more experienced FTEs. There were two options available to them. Either they could bring in two contractors on a temporary basis or they could open up two full time positions.

Their experience with hiring temporary contractors had been hit or miss. Onboarding costs were burdensome since contractors were temporary and could leave at any time. Also, they had experienced cases of attrition during development cycles where their contractor had left before the project was finished, leaving them without the necessary resources to meet their commitments.

Since their forecasts showed healthy growth, they chose to open and fill two full time app dev positions. However, as they started the interview process, they realized that the available talent pool in their particular market was too shallow to fill these positions with experienced developers in a timely fashion.

Outsourcing

Since hiring temporary staff, nor hiring full time staff were relevant options, their administration decided to look for a firm that could fill the gap.

Their Outsourcing Goals

They were looking for a firm that could;
• Get up to speed quickly with minimal oversight and expense,
• Provide experienced resources in multiple technologies,
• Assign and manage resources using demand based allocation,
• Preserve their institutional knowledge,
• Provide stability and offer the potential of becoming a long term resource for their team,
• Bring additional insight and leadership into the planning and design process of new projects when needed.

The Mainstream Way

According to their Director of Application Development, "_I needed to find a long term partner who could become part of our team and help us as we evolved to newer technologies. I had worked with Mainstream Technologies before at another firm where they were actually almost 80% of the IT department. Mainstream was the first firm I turned to because of their proven track record and flexibility. I knew they were a great fit for several of the challenges we were facing._"

Mainstream Technologies offers custom software development services that leverages three key features (The Mainstream Way):

- **LEAN SOURCING™** is a demand base allocation model that provides the ultimate flexibility and removes resource constraints for the client.
- **AGILE METHODS** bring stakeholders and developers together to deliver new capabilities to end-users faster
- **IN-FLIGHT CONSULTING™** services maximize the impact of the solution by applying new efficiencies as the opportunities arise during the development cycle.

The Mainstream Way assures the client retains control, has maximum visibility into progress and has access to the roles and skills they need, when they're needed.

Outcomes – The Payoff!

In this case, administration originally believed they needed 2 FTEs. As _Figure 1_ below illustrates, they only used 1,054.75 hours, or an average of 20 hrs/week over the year.
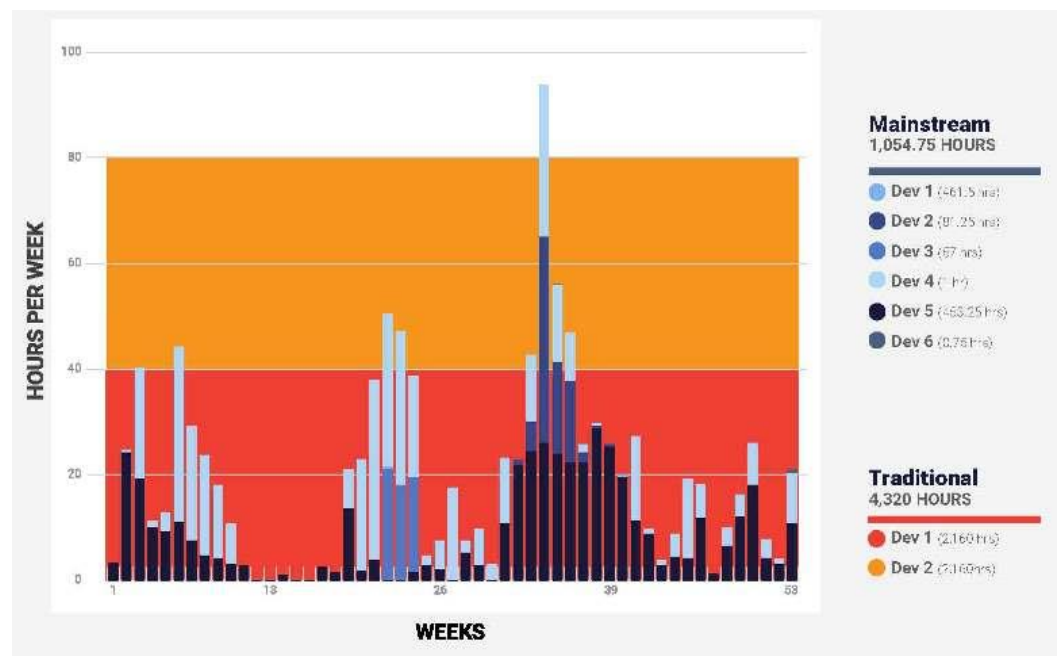

Figure 1

Actual Results		
	Total Hours	Average Hours
Traditional Staff Augmentation	4,240.00	40/week
Mainstream *Lean Sourcing™*	1,054.75	20/week
	-3,185.25 hrs	**-20** hrs/week

LEAN SOURCING™

Demand-Based Allocation

One of the key benefits of Mainstream's **LEAN SOURCING™** over temporary staffing or even full time staffing is that it gives the client the ability to deploy a resource when needed, only for as long as it's needed. The client only pays for the resource while work is being performed. They aren't responsible for bench time.

Flexibility/Versatility

Even though the client averaged ½ time, there were demand peaks and valleys throughout the year. They had the flexibility to scale up or down as needed based on demand. Also, **LEAN SOURCING™** gave them access to 6 professionals who filled 4 distinct roles over the course of the year. They used a:

- Software developer - 50% of the time, a
- Database administrator - 20% of the time, a
- Software architect - 20% of the time, and a
- Project manager - 10% of the time.

> *"We were looking for a long term relationship with a firm who could learn our business, our application suite and become an integral part of our delivery team. Mainstream's commitment has exceeded our expectations!"*
>
> Director Application Development

In this case, 6 languages were required throughout the engagement. C# .NET, Web API, SQL Server Reporting Services, Visual Basic, Server Integration Services and SOAP Services.

Mainstream Technologies

Privately held, and founded in 1996, Mainstream Technologies is an information technology firm based in Little Rock, AR. Mainstream currently employees 65 associates, all of whom are located in Arkansas.

Mainstream's roots stem from retail application development and has expanded to a wide variety of industries in both the private and public sector. For the past 20+ years, Mainstream has delivered solutions which are in use throughout North America in a variety of sectors including retail supply chain, education, legal, health, hospitality and finance.

For more information, contact us @ info@mainstream-tech.com