Open QM

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Case Study

Dealer Management Services

Navigator

Dealer Management Services (DMS) is a leading provider of ERP software solutions to the Automotive and Leisure markets in the UK with its flagship product—Navigator.

Navigator is a cloud based solution consisting of a Microsoft .Net developed client application and a database server which was originally implemented using jBASE running on a 32-bit Windows platform.

When the time came to port the application to a 64-bit platform, which was a requirement to move to the latest Windows Server Operating systems, DMS took the opportunity to review other products in the market rather than simply migrate to the 64-bit version of jBASE.

As a veteran developer within the multivalue marketplace, DMS were aware of the potential alternatives that were available to port to. OpenQM quickly became a front runner as a potential alternative to jBASE. The key advantages that OpenQM provided were that it is a high performance but low resource footprint product which offered an extremely cost-competitive proposition.

DMS quickly found that OpenQM had a similar customer support ethic to itself and was more than happy to quickly assist in the efforts to port the Navigator application from jBASE to OpenQM. A decision was made to pursue a port of Navigator to OpenQM, and a project was started to provide an initial proof of concept. A small team was assembled to work on the port, which addressed three main areas:

- Data basic software which consisted of several thousand databasic programs
- A middleware layer which interfaced with the client application using socket calls across the internet and the server based databasic application layer
- Providing the tools to easily migrate the datasets from 75+ end users to OpenQM

In addition it was desired to leave the client application completely unchanged, and to also reduce any internal training to support the OpenQM platform to a bare minimum.

The initial port was completed in a matter of weeks with only part-time resources. This involved some minor upgrades to OpenQM which were provided very quickly, a utility to easily restore data from jBASE, as well as a couple of minor OpenQM updates to assist with some incompatibilities with jBASE.

The end result has been better than expected. With the addition of a few home grown utilities on OpenQM, DMS has been able to provide an environment that looks and feels almost identical to its jBASE environment. This has meant that no internal training has been required to support the product on OpenQM compared to jBASE beyond the small development team.

The rollout of OpenQM has been straightforward. Each customer was upgraded in sequence, overnight. The upgrade process for an individual customer takes less than 30 minutes, where a virtualized Windows 2003 Server running jBASE is replaced in the virtual server array with a 64-bit Windows Server running OpenQM with the customer database restored. Due to the shortness of the conversion window, and the fact that no changes were noticed by end users, this was able to be carried out without the end users even knowing it happened.

Moving to OpenQM has reduced the cost of supplying the Navigator software application to the customer as well as moving the application forward to an up-to-date software platform. DMS is reassured that they are with a vendor that will be able to help move Navigator forward for the foreseeable future with much less.

In addition, DMS has found that the OpenQM version of Navigator is even more solid and reliable that the jBASE version that it replaced. Benchmarks have shown that it is more responsive and that it provides a genuine 24x7x365 solution—where the jBASE application required small amounts of regular maintenance downtime for file resizing.

About Zumasys

Zumasys helps companies of every size transition their infrastructure and applications to the cloud. With Zumasys cloud services, customers can easily access the latest software and hardware technologies over the Web, allowing them to focus on growing their core business instead of managing their IT infrastructures. Zumasys delivers personalized service, integrated disaster recovery and the confidence companies need to outsource the hosting of all their applications, including legacy MultiValue systems.

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