

client **success** stories

Through the years, the professionals at Seilevel have partnered with client organizations to generate business value far in excess of the cost of our services. What follows is a representative sample of the type of work that we have performed and the results we have achieved for our clients.

Seilevel's analysis helped the client prioritize features based on value, enabling them to cut 80% of the original scope, while still achieving most of the business value.

Addition through subtraction

Seilevel assisted with the requirements analysis and specification for a critical upgrade to a client's call center application prior to the busy holiday retail season. The customer's analysis showed that if the project was completed on-time, they had the potential to capture up to a \$14 million dollar return on investment (ROI) through increased sales. However, missing the deadline would mean that they would miss out on any returns, essentially netting a \$0 ROI for the project. Through the process of prioritizing the requirements, it became clear that the development team was on a path to building a massive system and had no chance of hitting the deadline. Seilevel's analysis helped the client prioritize features based on value, enabling them to cut 80% of the original scope, while still achieving most of the business value. In the end the client not only met the deadline, but was able to capture \$12 million of the potential \$14 million in increased sales. Without this prioritization they would have had \$0 of the \$14 million. In the end, they never went back to complete the remaining features to get the last \$2M ROI because they weren't really necessary.

What do you mean it doesn't work that way?

A client asked Seilevel for assistance on a project with multiple, independent streams of work being developed by offshore teams across three countries. A similar project had ended quite poorly, and the client was hoping to avoid a repeat of that experience. By taking a holistic view of the program and doggedly pursuing the actual needs of the end users, Seilevel was able to isolate a significant disconnect between the project teams. Though each team's components were correct when considered in isolation, there was a major oversight with regards to the way in which they were meant to interface. Had this not been caught, the client surely would have missed their deadlines – a delay that would have cost more than \$14 million dollars.

It's all yours

After a multi-year development effort and millions of dollars in fees, a third party system integrator was transitioning the development and support of a mission critical application to the IT organization at a Seilevel client. Though the system integrator's consultants were also handing over a massive amount of system documentation, there was concern on the part of the client as to what exactly they were getting. By utilizing both the visible system functionality, along with a thorough analysis of the underlying source code, Seilevel was able to create a comprehensive inventory of the application's functionality and its interfaces with more than a dozen external systems. When the system integrator's documentation was then evaluated against the Seilevel analysis of the system, significant gaps were discovered. Any one of these documentation gaps could easily have led to major defects and a resulting loss of revenue for the client down the road had they not been discovered and addressed before the original development team was disbanded.

Seilevel was able to help the client safely reduce the number of UI pages in the new system by more than 40% and thereby generate a major reduction in the project's consumption of scarce development resources.

Less work = less cost

The IT organization at a Seilevel client undertook a massive effort to re-write a critical legacy application. The original plan had been for the current system to be essentially replicated with the assumption that existing functionality could not be removed without disrupting the business. Seilevel's approach in this type of situation is to diligently determine what the current needs of the users actually are, not what they might have been when the original system was built years earlier. Through this analysis Seilevel was able to help the client safely reduce the number of UI pages in the new system by more than 40% and thereby generate a major reduction in the project's consumption of scarce development resources.

Seilevel Inc. is a professional services firm located in Austin, Texas that specializes in requirements engineering for software development organizations. Our mission is to redefine the way companies create software requirements.

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