RTPA™
Real-Time Program Audit™

CUSTOMER STORY:
Manufacturing Company Averts Crisis, Reduces IT Costs, and Avoids Platform Change

Company M is a small manufacturing company with a long legacy of providing labelling solutions to some of the world's most trusted global brands. Capable of producing 30 billion label and packaging units annually in their state-of-the-art production and distribution facilities, Company M's global operations help their clients succeed in standing out from their competitors.

Company M's production and distribution facilities – including its in-house developed IT applications – are the cornerstone of its operations and innovation ability. Unfortunately at a critical time in its operational expansion, the company struggled to successfully set up the IT system in their new $40+ million facility. With great sadness the CIO died suddenly, and the other key IT program development staff retired or otherwise left. With a new plant opening, there was no one with knowledge of a 30+ year old user-developed suite of RPG applications, including real-time plant floor control.

Without legacy knowledge of the sophisticated and complex ERP system, external consultants were unable to get the facility running in time, and as a last resort the company's management made the decision to replace their IBM i system, and change platforms entirely. With an estimated cost of more than $2 million, changing IT systems posed heavy time and financial costs for successful implementation, putting the investment and the company at risk.

AT-A-GLANCE

Company:
M

Industry:
Manufacturing

Problems solved:
- Understand complex code without legacy knowledge
- Replace lost IT expertise
- Time-sensitive problem solving
- Unanticipated IT costs

Product:
Real-Time Program Audit for IBM i RPG

Results:
- Enabled new facility to enter full production quickly
- Eliminated need for emergency platform replacement
- Saved critical custom-built IT applications and competitive edge
- Reduced IT costs: recouped budget for system replacement, fewer staff needed

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To solve the existing critical and urgent technical problems during the systems change, the **Real-Time Program Audit (RTPA)** from Harkins & Associates, Inc. allowed a new consultant to quickly and successfully understand Company M's applications and ultimately get the plant running quickly and without migrating from the IBM i. Using the **RTPA for IBM i RPG** software program facilitated fast understanding of the in-house developed system in multiple ways. For example, even on the first day of use, its source program documentation feature made the entire program library more understandable.

Other features of the **RTPA** software program enabled fast understanding of the applications, leading to easy enhancement and problem solving, by observing the source code executing in real-time. Use of the product enabled successful plant operation in several weeks, including new staff training. For example, by using **RTPA**'s capacity to drill down to the source code, Company M was able to address problems associated with copying files and conversion programs from its US-based plant to the new facility in Singapore. They were also able to quickly investigate known errors in the system, such as incorrect inventory reporting, by utilizing **RTPA**'s ability to see exactly how the inventory number was computed. It was also possible to quickly identify whether problems were technical or operational, for example, in the wanding program.

With assistance from **RTPA**'s analytical capabilities, Company M was able to successfully overcome the unexpected loss of their key IT staff, avoid replacing the IBM i system, and later significantly reduce IT staff numbers. With the successful running of their new modern facility in Singapore, Company M was able to maximize their investment, reduce their IT costs, and more effectively provide their quality labelling and packaging solutions to their customers worldwide.

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>
> *With assistance from RTPA's analytical capabilities, Lux Global Label was able to successfully overcome the unexpected loss of their key IT staff, avoid replacing the IBM i system, and later significantly reduce IT staff numbers.*

FIND OUT MORE

Visit www.realtimeprogramaudit.com or email info@harkinsaudit.com
for more information about how to get started with RTPA now.

IBM Registered Business Partner™

**Record and understand the real-time flow of your code.
See what executed. Know what happened.**