



CASE STUDY

Dealer Management Services



Dealer Management Services' Navigator is an Automotive Retailer ERP application, which was written by two MultiValue who have been programming in various PICK "flavors" since 1984.

Navigator is a cloud based solution consisting of a Microsoft .Net developed client application and a database server which was originally implemented using an older PICK MultiValue database.

In 2013, 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 System, DMS took the opportunity to review other products in the market.

As a veteran developer within the MultiValue marketplace, DMS was aware of the potential alternatives that were available to port to. OpenQM quickly became a front runner as a potential alternative. The key advantage that OpenQM provided was its high performance with a low resource footprint, offering an extremely cost-competitive proposition.

"The port to QM was straightforward and the support given to us was beyond excellent!"

- **Simon Verona**, Managing Director

DMS quickly found that OpenQM had a similar customer support ethic and small company ethos and was more than happy to quickly assist in the migration effort. A small team was assembled to work on the port, which addressed three main areas:

- Databasic software which consisted of several thousand programs
- A middleware layer which interfaced with the client application using socket calls across the Internet and the server based databasic application layer
- 100+ customers needed to be migrated in a manner that didn't interrupt their operations

Additionally, it was desired that we leave the application completely unchanged on day one. The reason for this was to minimize impact on training and support.

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 with 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 prior PICK database. This meant that no internal training was required to support the product on OpenQM beyond the development team.

The rollout of OpenQM has been straightforward. Each customer was upgraded in sequence, overnight. The upgrade process for a customer took less than 30 minutes, where a virtualized Windows Server running the prior PICK database was replaced with a new server in the virtual array running 64-bit Windows Server and OpenQM. Due to the short conversion window, and the fact that no changes were introduced to the client application, this was able to be carried out without the end users even knowing it happened.

“We spent a few happy years using OpenQM and developing our application – which is now fully mainstream with a Microsoft .Net front end and a business layer running in OpenQM. It supports web services and interfaces to numerous third party systems.”

– **Simon Verona**, Managing Director

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 working with a vendor who will be able to help move Navigator forward for the foreseeable future.

“When Zumasys took over OpenQM, we were naturally cautious that we would lose some of the excellent relationships we had built in using the product,” said Simon Verona, Managing Director. “Nothing could be further from the truth – the team at Zumasys are long term MultiValue professionals mixed with extensive modern programming disciplines. They are taking MultiValue applications into the mainstream. The levels of support offered by Zumasys are at the levels that we have become accustomed to and the product is progressing at an ever greater rate. I am delighted that the future of my business is aligned with the future of Zumasys.”

 For more information on OpenQM, please visit www.openqm.com