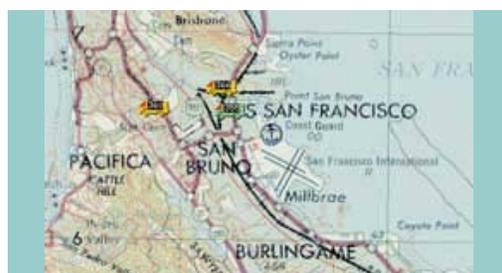


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## Real-time Solutions Delivered with Real-time Quality

Time—it waits for no one and is one thing everybody wants more of. Software solutions from Mobile Information Systems (MIS) make the most of time. Timely delivery of goods and services. Real-time management of delivery fleets. MIS products help delivery companies around the globe monitor the status of vehicles and customer packages, providing instantaneous delivery updates around the clock.



"I use File-AID/CS to compare schemas between databases to search for differences. A lot of our databases are 24x7, so we have to keep them running. We can't deal with errors in a production system, so we have to eliminate them from the beginning."

—Randy Laursen, Oracle DBA, MIS

MIS products put global positioning technology to work in commercial transportation. From order capture through dispatch, vehicle tracking, two-way wireless communication with drivers, and updating of orders as they are picked up and delivered, MIS offers a total solution to its customers. Should the tools fail, it could mean lost business for MIS customers.

When time is of the essence, business-critical applications must function without fail. Testing is even more important when application failure can shut your business down. For most of its customers, MIS applications are the lifeblood of their companies. They keep businesses running—on time and efficiently. MIS updates its *iorderEXPRESS™* Business Information Management System product monthly, providing customers with the enhanced application routinely. Joe Carter, vice president of operations at MIS, relates, "We are a real-time company, which means that every second of the day, our system has to be up and running. With all of the new opportunities coming along, we have to be able to refine or redevelop certain aspects of our product and get it out to the field quickly." To expedite the process and ensure application integrity, MIS chose File-AID/CS and QACenter from Compuware.

### Supporting Fleet Management

The MIS *iorderEXPRESS* product can be configured to suit various vertical markets in the time-sensitive, same-day transportation industry such as field service, distribution or courier. The program includes a GUI and an advanced order-entry screen that operates in a Windows environment. It is set up for scheduled routes and true multi-stop (pick up or delivery) operations, and can be customized for multi-site installations. The program provides driver commission, pay calculation, billing and credit collections. MIS *iorderEXPRESS* comprises a series of modules, the core of which is its Oracle relational database management system. MIS recently enhanced the product with web order-entry capability.

When performing product installations and user upgrades, IT professionals at MIS quickly realized the need for an automated, repeatable testing practice to deliver product quality and meet tight deadlines. After evaluating a number of tools from different vendors, MIS decided to use File-AID/CS and QACenter.

**Customer name**

Mobile Information Systems (MIS)

**Industry**

Information Technology

**Challenge**

Mobile Information Systems (MIS) provides real-time software solutions for the time-sensitive, same-day transportation industry. To be certain its business information management tools contain the most up-to-date information, the company provides upgrades routinely. Manual testing and quality assurance efforts conflicted with meeting tight deadlines.

**Solution**

MIS chose File-AID/CS and QACenter from Compuware to migrate data, compare schemas, and automate testing processes and scripts. Automation has improved productivity and application integrity by allowing MIS professionals to standardize test scripts and implement consistent practices in conformance and regression testing.

**Key facts****Mobile Information Systems, Inc. (MIS)**

- develops real-time products for the time-sensitive, same-day transportation industry
- full-service solution provider to Pick-Up and Delivery, Distribution, Construction Materials and Field Service businesses
- products include dispatch and logistics, navigation and tracking, advanced driver information, intelligent transport and accounting systems.

"What took over one week, with three engineers working to isolate the problem, would have taken less than an hour—corrections included—if we would have had File-AID/CS."

—Juergen Menge, Manager, Product Support, MIS

### **Improved Data Migration Through Automation**

Juergen Menge, manager of product support, elaborates on the importance of testing and quality assurance. "Our application is based heavily on a database and the logic of that database. We need to ensure that all changes to the database are properly released and carried forward. With File-AID/CS, after a new release is applied, we compare the development database to the quality assurance database to verify the schemas are identical. The same holds true when we're preparing a database installation for a new customer. Our goal is to eliminate problems before they get to the customer level."

Randy Laursen, Oracle DBA at MIS, concurs. "I use File-AID/CS to compare schemas between databases to search for differences. A lot of our databases are 24x7, so we have to keep them running. We can't deal with errors in a production system, so we have to eliminate them from the beginning."

Prior to File-AID/CS, Laursen performed problem detection work manually—a laborious and time-consuming process. "File-AID/CS saves time. It gives me a graphical interface to use to access a database, so instead of going through and writing many SQL scripts to bring information back, I can see it visually in front of me."

Menge agrees with Laursen about time savings, describing a new customer installation which did not go smoothly because the application either didn't run or showed inadvertent errors. Menge's team manually compared databases to find the problem. "What took over one week, with three engineers working to isolate the problem, would have taken less than an hour—corrections included—if we would have had File-AID/CS," says Menge.

File-AID/CS also assists with data conversion, in one instance of note, converting data from an Informix platform to Oracle.

### **Automated Test Scripts Further Enhance Application Quality**

Quality assurance professionals at MIS rely on QACenter to standardize and automate test scripts. Vladimir Shaanov, QA technician, describes the benefits. "QACenter saves time and improves productivity by standardizing test scripts and making certain we have a repeatable process in place. When deadlines are tight, automated testing allows me to devote my expertise to other tasks."

MIS team members are impressed with how intuitive both Compuware products are. Says Laursen, "I didn't have to sit down and read a manual to figure out how to use the products. One of my coworkers gave me a quick lesson and half an hour later I was comparing schemas on my own."

### **Expanding Into the E-business Arena**

Time will continue to be of the essence as MIS expands into e-business. Carter describes how the company is seeking Internet-based customers to improve market share.

"Opportunity for expansion lies with the new dot-com companies. Everyone wants things delivered more quickly if they're ordering through the Internet. Many of these companies are building their own delivery fleets. What we've been able to do is offer our system to them where they can book their orders, send it to a vehicle and then, using our software, drill down to see where that vehicle is and how fast it's going. We even have intelligent software that actually predicts when that vehicle will make its next stop. All that gives instantaneous real-time information to the user."

With the help of File-AID/CS and QACenter, MIS will continue to answer customer needs quickly, supplying them with the latest versions of MIS software in a timely fashion. Says Menge, "By automating our testing and quality assurance efforts with Compuware products, we've gained turnaround time, which allows us to be more responsive to our customers and better serve them."

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