

Complex behaviour cloning after decades of change



Case Study

Challenge

Within the public transport infrastructure there are several systems which were first deployed as part of the pre-privatisation IT estate. These legacy systems are relied upon and maintained by numerous operators to fulfil mission-critical functions.

One such legacy system controlled the salary and expense payments of more than 65,000 people. However, this system contained the complexity of decades of detailed negotiations with varying unions, contractors and individuals.

The service provider saw significant benefits from simplifying the terms and conditions of employees across the organisation. However, this could only be achieved with complete visibility of the existing arrangements.

As the mission-critical system dealt with salary payment, the solution could not interfere with operation, or risk taking it off-line.

The Erudine Solution

The Erudine Behaviour Engine (EBE) was deployed to 'clone' the existing system and capture the complete rule-base, reverse engineering the system without impeding its operation.

With minimal input from domain experts, EBE's case-based approach enabled the exact behaviour of the legacy system to be captured, giving visibility of every term and condition currently 'live' with employees.

Furthermore, it offered a granular level of detail which enabled the organisation to see

an audit trail of the terms and conditions impacting on every individual salary.

Once this visibility was achieved, the practices which exploited system loopholes were exposed and the organisation was able to begin negotiating with stakeholders to simplify the terms and conditions.

Benefits

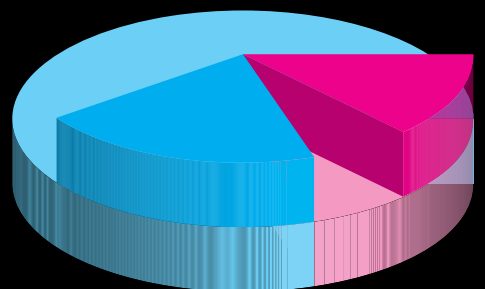
The cloning, behaviour capture and anomaly identification was achieved using EBE in six months, allowing the negotiations to begin much quicker than otherwise possible. This was delivered with a 75% cost saving compared to a traditional approach.

This process identified previously unknown complexity and in particular several loopholes which were being exploited. EBE gave visibility to these previously unknown loopholes and allowed the organisation to close them.

The complete behaviour model captured by EBE was crucial in enabling the simplification of terms and conditions to take place, while closing the loopholes that existed saved significant sums of money.

Project Highlights

Erudine Costs v Traditional Costs



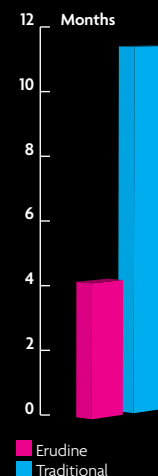
Erudine Costs

Change
GUI

Traditional Costs

Change
GUI

Erudine Time to Market v Traditional



Erudine
Traditional