

Luxoft Helps Global E-Invoicing Provider Significantly Expand Capacity and Stay Ahead of Market Demand

*Outsourced Resources Assist With Crucial Software Application Upgrades, Enabling **OB10** to Offer Expanded Product Features to More Clients Worldwide.*

Client:

OB10 is the leading global B2B electronic invoicing network used in more than 100 countries.

Summary:

The leading e-Invoicing firm was experiencing rapid increases in business volumes which threatened to overtake the capabilities of the OB10 system

Challenge:

Keeping up with rapid business growth and client demand for new functionality threatened to overwhelm the OB10 System. OB10 needed an experienced and innovative outsourcer that could match its vision for the future and build a new system to meet flexibility and capacity requirements.

Why Luxoft?

- Luxoft was selected, based on the winning combination of the right skills, geographic practicality and a proven track record.
- Luxoft's commitment and dedication ensured that the cooperation continued well beyond the initial project.



Since its' beginning in 2000, demand for OB10's revolutionary business-to-business electronic invoicing network skyrocketed around the globe. Organizations large and small immediately realized the benefit of sending and receiving invoices electronically. The OB10 network allows a supplier to submit invoices in any electronic format, from sophisticated enterprise resource planning systems such as SAP and Oracle all the way down to small-business QuickBooks-generated invoices. The system then translates the submitted invoice into the format desired by the customer agency or company.

OB10's **Any-to-Any Data Formattingsm** eliminates the need for special hardware or software, seamlessly connects billing and accounting platforms, and reduces the expense of manual paper processing by typically 60 percent. Return on initial investment is usually less than one year. Members can send and receive invoices effortlessly between themselves without having to agree on formats, file specifications, or communication methods. OB10 also features unparalleled supplier enrollment support to increase adoption rates and supplier compliance.

Operational in North America, Europe, and Asia, OB10 is compliant with each region's regulatory requirements, such as Sarbanes-Oxley and VAT. Major customers include various U.S. Government agencies, Hewlett-Packard, GlaxoSmithKline, Agilent Technologies, General Motors, Barclays and Cargill to name just a few.

As often happens with innovative business solutions, demand threatened to overtake the capabilities of the OB10 system. In addition, the system lacked the flexibility required to bring new products to market in a timely manner; both major issues to continued business growth. In addition, OB10 needed to develop a software interface for customer configuration management.

By 2004, OB10 executives concluded that in order to successfully complete the network upgrades necessary to meet current and future client needs, they would need to outsource a portion of the time-consuming architecture development work. This avoided spending valuable time on the recruiting and hiring process while allowing the core staff to remain laser-focused on their current critical projects.

Benefits to the OB10 E-Invoicing System:

- A more solid architectural concept
- Higher system scalability and reusability
- Increased network expandability
- Improved system performance
- Comfortable rules management
- Efficient client and system management

"The Luxoft team in Ukraine was seen as an extension of our own company and they continually deliver high quality solutions for us. The Luxoft solution has enabled us to rapidly deliver new services and win new customers, which has helped us grow our business faster than ever before."

Chris Lowrie, Sr. V.P. Development, OB10

Luxoft: The Perfect Partner to Assure Success

OB10 would require the chosen provider to meet tough professional criteria and come to the table with a solid track record of similar success in the industry. Their team would also have to integrate seamlessly with the OB10's onsite staff in London in a dynamic, agile environment.

"We gave each of the four bidding companies a set of requirements and asked them to construct a solution and provide an estimate for developing the solution," says Chris Lowrie, Sr. Vice President of Development and Co-Founder of OB10.

"We needed access to a wide variety of technical skills, such as system architects and database engineers. But we couldn't afford the time-consuming process of recruiting new staff. We were comfortable with outsourcing, but wanted to find resources in lower-cost locations than where we're based," he adds. OB10 has Regional Centers in Atlanta, London, Kuala Lumpur.

The final analysis would be based on five basic criteria:

- The overall solution
- Verifiable success in similar projects
- The ability to migrate the thousands of existing clients
- Level of risk in the proposed solution
- Cost

Following a rigorous RFP and bid selection process, Luxoft emerged as the clear choice to help OB10 develop their next generation e-Invoicing system, thanks to their strong focus on engineering excellence, in-depth domain knowledge and solid track record of success.

Established originally in 1995 as a software development center of IBS, the largest and most successful Russian IT holding company, Luxoft was incorporated as a separate entity to focus on the growing market for offshore software services in the U.S. and Europe in 2000. With nearly 3000 employees, Luxoft is the largest offshore software development company in Eastern Europe.

The firm provides world-class innovation and added value to its clients through flexible delivery models, the world's best IT talent pool, low attrition rates, and highest security and quality standards. Luxoft's core value proposition is to help clients succeed in the marketplace by applying technology, services and engineering excellence to complex problems and critical business issues.

Project Implementation

Although OB10 was confident in Luxoft's ability to deliver, they had no previous working experience with them, so they approached the project in phases. Phase I of the project required Luxoft to fully analyze OB10's existing system and develop an accurate cost and time estimate of the work needed to upgrade it to the desired functionality and flexibility.

"We had taken our proof-of-concept application into production back in 2002, and although we had performed some re-design activities, by mid to late 2004 we were concerned that the then architecture (fully centralized application) would start to have capacity issues within the medium term," Lowrie recalls.

Technologies Utilized:

- **Technologies**
 - Java
 - o Java 1.4
 - o J2EE 1.3
 - User Interface
 - o JSF
 - o IBM Eclipse 3.2 RCP
 - SQL
 - o Oracle 10g Database
 - Project Specific
 - o JBoss jBPM
 - o ANTLR
 - o XML
 - o Birt Report Generator 2.1.2
 - o iText
 - Application Servers/OS
 - o MS Windows 2003 Server
 - o IBM Web Sphere 6.0 AS
 - Messaging
 - o IBM Web Sphere 6.0 MQ
- **User Profile**
 - OB10's employees
- **System Geography**
 - Worldwide
- **Relationships status**
 - Ongoing
- **Team size**
 - 25 team members at peak
- **Duration**
 - 12 months

"In addition, during the 2 years of production operations we also identified some constraints within the application which we would need to overcome if we wanted to expand our product offerings."

Once the analysis phase was successfully completed and OB10 engineers approved the project plan, Luxoft moved onto Phase 2, which entailed developing a prototype system to confirm its capabilities and prove the design. Finally in Phase 3, the full redevelopment was initiated. Continued extensive testing and repeated practice migrations were undertaken to ensure everything was performing as designed.

"Luxoft demonstrated a deep understanding of our business processes. They thoroughly analyzed each task and broke it down into manageable pieces. Their team was able to integrate seamlessly with our developers," says Lowrie.

During the project, the results often exceed expectations, thanks to the proactive approach by Luxoft engineers who see their job in not just blindly following the instructions, but rather in finding the best solution possible.

The project from concept to completion took about two years and was not without its challenges. During Phase 3 for example, OB10 executives began to notice that some delivery dates were starting to slip. However, by working together, Luxoft and OB10 were able to work through these challenges and the end result was an improved solution delivered to the agreed timeline.

"The reaction to our concerns made us even more comfortable with our decision to choose Luxoft," he adds.

Luxoft Combines Experience and Expertise to Deliver Results

By all accounts, the development of OB10's next generation e-Invoicing system was a huge success. Both OB10 employees and their clients were delighted with the smooth cutover migration and the expanded features and functions now available to them over time.

To meet the deadlines and demands, the Luxoft team worked many late nights and weekends, to the appreciation of OB10.

"The Luxoft team in Ukraine was seen as an extension of our own company and they continually deliver high quality solutions for us," says Lowrie. "With Luxoft, and their higher caliber staff, we can give them any business problem and they come back with practical solutions that will work within the scope of our application."

One of the most important upgrades included in the new Luxoft-developed system was the ability to process any type of document format at the highest speed possible. Luxoft enabled the conversion of internal document formats to XML using the W3C DOM model and implemented graphical user interfaces for more comfortable rules management.

To provide high system scalability, Luxoft configured a cluster built on the IBM WebSphere MQ Series 6.0. The Oracle 10i database and IBM WebSphere Application Server 6.0 were used for database storage and the application platform to provide highest processing performance and best integration possible.

Other key outcomes of the new OB10 system include:

- A solid architectural concept
- High scalability and reusability
- Increased expandability
- Improved performance
- Comfortable rules management
- Efficient client and system management

“The new system has enabled us to bring a number of new services to market, which we could not have done before,” says Lowrie.

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