



Fiserv Uses Databorough's X-Analysis to Document Core Banking Engine

Despite the many changes that have taken place in the System i market over the years, some business needs have stayed the same. As technology has advanced, application documentation, whether it be for normal System i development, e-business, reengineering, or support purposes, has become an even more important issue for System i shops. For Fiserv, Inc. (<http://www.fiserv.com/>), a provider of end-to-end business and technology solutions for retail financial organizations, consumer finance institutions, and credit unions around the globe, the need for comprehensive, consistent, and up-to-date documentation is critical.

Fiserv first encountered Databorough, Inc.'s (<http://www.databorough.com>), X-Analysis documentation tool while working with one of its clients and was impressed by the tool's flexibility, ease of use, and reputation as the leading iSeries modeler on the market. When Fiserv decided to document its core banking engine, which is used by almost 300 financial institutions to deliver integrated banking and data warehousing solutions, X-Analysis was the logical choice, says Carol Cowen, Fiserv's Vice President of Marketing and Strategic Business Growth.

The primary objective of documentation is to help those involved in development who are not currently familiar with an application to understand its design and logic so that when problems arise or enhancements need to be made, the sections of code that require modification can be located and understood quickly. Traditional documentation is static and soon becomes outdated as new enhancements are added to code. Databorough's X-Analysis helped Fiserv solve this problem by keeping its documentation in step with changes to its software, increasing the quality and timeliness in development and support, says Malcolm Sharp, a technical programmer at Fiserv. Once the RPG code of Fiserv's application was documented and kept up-to-date in the X-Analysis data repository, solving problems or adding functionality became much easier.

X-Analysis combines highly detailed cross-referencing with high-level analysis and documentation in a single product, making it the ideal tool for System i application design recovery, analysis, and documentation. Some of the advantages of the tool include data modeling, structured English source code views, application subdivision, static project document wizards, data analysis, and business rule logic analysis. Sharp was particularly impressed with the tool's easy-to-use and highly interactive graphical structure, which lets both highly technical System i programmers and those with little or no programming knowledge use the tool, a feature that distinguishes X-Analysis from other programmer-oriented tools and standard System i cross-referencing features. In addition, the tool is capable of accurately documenting even the largest systems and now functions as a plug-in to WDSi and other Eclipse-based editors.

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Fiserv's experience with Databorough's support team has also been phenomenal, says Rohit Patel, Fiserv's Vice President of iSeries Technical Development. Databorough's is extremely receptive to questions and suggestions and helped Fiserv modify the tool and configure the system to do exactly what the company needs. "Databorough was willing to bend over backward for us," Sharp adds.

X-Analysis has helped Fiserv enhance productivity and understanding of its core banking application environment and is now a standard part of Fiserv's development process. Fiserv's customers have also benefited by the company's increased awareness, which has resulted in faster development time and problem determination and has also let Fiserv product value-add technical documentation. From Fiserv's perspective, the use of X-Analysis has been a smashing success, Cowen says.

About Fiserv:

Fiserv CBS Worldwide is a unit of Fiserv, Inc. (Nasdaq: FISV), a Fortune 500 company that reported \$4.1 billion in total revenues for 2005 and serves more than 17,000 clients in 66 countries around the world. Fiserv CBS Worldwide delivers end-to-end business and technology solutions for retail financial organisations, consumer finance institutions and credit unions throughout Europe, Asia-Pacific, Latin America, the Caribbean, Canada and the United States. Through its offices in the USA, UK, Poland, Singapore, Australia, China, Indonesia, Colombia and Costa Rica, Fiserv CBS Worldwide enables almost 300 financial institutions to deliver integrated solutions for managing the entire customer lifecycle from core banking to multi-channel customer contact and data warehousing.