



Shinotech Software, Inc. | Project Description



Development of Europe's Largest Restaurant Booking System

Shinetech built an offshore development team to assist client in their product development. During our three year collaboration several SaaS products were completed and successfully launched to the markets.

Shinetech has successfully established offshore development teams working dedicatedly for clients in Europe and North America; most of them consisting of 3-9 developers. One of the largest Shinetech teams, managed by Deshui Wang, comprises 15 developers so far, and was selected for this projects based on their vast .NET experience and previous delivery experience of SaaS and SOA products.

".....how impressed I am with new product Shinetech delivered and everyone involved in its creation! I have played around with it this morning and find it mega cool - restaurants will love this!

I'm really proud of being part of such a cool team with such a top dollar product."

The Client

Livebookings is a UK based online restaurant reservations and marketing company committed to helping restaurants to become more profitable. They have a team of 50 in house developers and outsource the non-core products offshore to reduce the development cost.

At the outset of the collaboration, the client had a development plan for several SaaS products. They decided to start the cooperation on a small scale to evaluate Shinetech team's capability.

The Cooperation

On client's side the roles are Business Analyst, QA Manager, and a technical expert.

After carefully studying client's development schedule, development methods and the roles involved, Shinetech adapted the service delivery model to match the project size and time line.

- Scrum and XP methodologies have been blended together and tailored to fit the client's expectations, also including smoke testing & unit testing, using pair programming.
- Deshui assumes the role of project leader and has incorporated lead developers, developers and testers into the team as required over the years.

The clients Business Analyst gathers business requirement, and documents them for the offshore Shintech team. Project leader and lead developers assess requirements and prioritize the top 20% to establish the main software framework. Work products are then allocated and the whole team collaborates at optimizing the solution architecture and developing modules against user stories / function points.

Quality & Efficiency

- Continuous integration, unit testing, iteration prioritization, frequent delivery, defect correction, correction integration; all activities are professionally implemented against service level agreements to maintain agreed quality.
- In accordance with Agile practice, each developer is expected to have a clear understanding of overall system objectives - everyone is involved in requirements discussions; everyone knows the whole project status and the current task board status - everyone is a project quality stakeholder.
- Problems are quickly identified at daily stand-up meetings in which everyone shares "what I did yesterday, what I will do today, what questions I have."
- All tests are driven by test tasks, not only test roles; this supports earlier defect detection and quicker response to requirements.

- Collaborative nature of Scrum teams encourages developers to pick up on any opportunity to share ideas and issues with others
- A variety of ongoing group learning and training opportunities are encouraged as part of the cooperation to allow developers continuously develop their skills and technical capabilities.

The Result

Client launched three new SaaS products, all available for end-users across Europe.

- System for agencies: restaurant search/booking, booking analysis
- System for diners: restaurant search on name/location/discounts, map search, restaurant booking
- System for restaurant owners: base information management, sales promotion management, campaign management, reports management

Main benefit to the client was they realized highly reduced development costs and the expected high quality deliverables supplied on-time.

Our accomplishment

- It is of immense satisfaction that we have learnt as a group to achieve and maintain the client's 100% trust throughout the three years of cooperation.
- As a result our responsibility has changed from development of non-core products to the core modules of the largest product in client's company.

Keywords: Scrum +XP, sprint management, tour, restaurant, SaaS/SOA products, asp.net, MVC, WCF, Silverlight, Google Maps, 15-person team, UK