

CMC - Case Study

looksoftware™

Critical issue

- ▶ As CMC began to compete with new Windows-based solutions, sales became tougher. Without an easy-to-learn and use modern interface, new customers were getting harder to win over.

Solution

- ▶ A modern user interface that was easy to learn and use
- ▶ Database integration

Results

- ▶ Customized user interface that has enabled CMC to compete with windows-based packages, maintaining the benefits of the iSeries as the database server

newlook and Java gives CMC the FLEX advantage

Background

Computer Marketing Corporation (CMC), based in Utah, has around 250 Credit Unions relying on its 'Flex' application for share account processing, loan processing, teller transaction processing, ATM, Debit & Credit Card processing, integrated general ledger and credit union investment tracking.

CMC's success has grown as a result of continued functional enhancements and close customer relationships. As CMC began to compete with new Windows-based solutions, sales became tougher. Without a modern interface which was easy to learn and use, new customers were getting harder to win over to their solution.

Challenge

CMC's Development Manager, Jim Simonsen, considered redeveloping 'Flex', but the time and expense of a redevelopment was not acceptable. *"Besides the initial investment to rewrite, we still would have had to maintain two packages and have two development teams and two support teams."*

Solution

After evaluating some of the leading modernization solutions, CMC selected **newlook**. Jim said the main reason for selecting **newlook** was speed of development.

looksoftware's partner program which includes low cost access to all the **newlook** tools, allowed CMC cost-effective rollouts to their customers. *"newlook was very easy to learn and our current program staff could learn and maintain our packages without extensive training."*

Benefits

One week's on-site training provided sufficient skills transfer for CMC to modernize Flex. CMC also used **newlook**'s APIs to integrate Java support. CMC developed some Java and C routines that provided flexible access to the Flex database, without the constraints of the existing green screens, making the new version of Flex much easier to use. All codified fields now use combo boxes that are populated directly from the database in real-time. Jim said, *"Our sales have remained consistent during the last year, which we attribute to Flex's new look. Our trainers have found that training is much easier and customers pick it up faster and require less help."*

Jim believes CMC now have a very functional, competitive solution without needing to hire any new developers or support staff. *"We feel that we now have the solution to keep our current clients happy and also meet the needs of new clients. newlook allows us to compete on level ground with the Windows based packages and still lets us have all the benefits of the iSeries as the database server"*.

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Jim Simonsen, Development Manager

