

Case Study

Billing system reverse engineering for an IT services company

How an IT company benefited from billing system reverse engineering



Business Situation

The customer, an IT services company, wanted to reverse engineer its legacy fixed-line billing system. The objective was to reverse engineer the legacy billing system to arrive at the design specifications, which were inadequate, lost over the years and in some cases, never existed.

Mahindra Satyam's Role

The role involved reverse engineering the system to arrive at the design of the system, which will be made as UML-compliant models. Mahindra Satyam's reverse engineering methodology was carried in five phases:

- Phase 1 – Initiation
- Phase 2 – Guidelines Workshop
- Phase 3 – Knowledge Transfer
- Phase 4 – Reverse Engineering
- Phase 5 – Review and Acceptance

While phases 2, 3 and 5 required critical business, domain inputs requiring joint participation of Mahindra Satyam and the customer, Phases 1 and 4 required primarily Mahindra Satyam's participation.

Business Benefits

- Facilitated a mission critical system fully documented, eliminating the risk of know-how fluctuations
- Improved maintainability
- Facilitated the possibility of replacing parts of the system with off-the-shelf products

For further information please write to rfi@mahindrasatyam.net.