

## Case Study: DaimlerChrysler Technical Sales

### MKS Integrity Solution deployed at DaimlerChrysler Technical Sales Support (TSS) GmbH

**Industry:** eSolution Company  
**Business:** DaimlerChrysler Technical Sales Support (TSS) GmbH  
**URL:** www.dctts.de

#### Overview:

DaimlerChrysler Technical Sales Support (TSS) GmbH is a wholly-owned subsidiary of DaimlerChrysler AG, which was founded in 1998. TSS specializes in Business-to-Commerce and Business-to-Business applications, Data Warehousing solutions and Test Services for Internet applications exclusively for DaimlerChrysler AG worldwide. These e-business solutions are developed mainly in three regions: USA, Europe and Asia. TSS is a technology partner with many worldwide companies, including SUN Microsystems for Java and Server Technologies.

#### Problem

The steady growth and complexity of software projects at DaimlerChrysler Technical Sales Support demanded the introduction of a software configuration management (SCM) and process and workflow system to effectively manage their source code and their software development processes. However, the solution TSS selected to manage their software assets had to remain completely transparent to the development process. Further, a high level of security and an efficient project management model was also required.

#### Solution

MKS Integrity Manager and MKS Source Integrity Enterprise Edition

#### Benefits

- Global development support - DaimlerChrysler TSS developers located in Ulm, Stuttgart and Detroit can work simultaneously.

- Ease of implementation - The project took only three months from evaluation to full implementation
- Ease of use - Users were trained and using MKS Source Integrity in two hours or less
- Improved project planning – the transparency of project planning saved significant time and allowed them to meet tight deadlines.

#### The Challenge

DaimlerChrysler TSS chose to implement an SCM and process and workflow system to better contend with the steady growth of applications and increasing complexity of software development. Improvements to software and process management meant that no source code could be accidentally changed, deleted or overwritten and old versions had to be able to be restored, with no negative impact to the development process.

Mr. Erhard Binder, head of Quality Assurance and Release Management for 'Large Projects' at TSS states that for projects of this magnitude, high-level security in the software development process and efficient management of projects is a necessity.

*"We chose the MKS Integrity Solution to manage our software development projects and processes because of its powerful features and user-friendliness."*

DaimlerChrysler TSS evaluated a total of seven SCM systems. "MKS offers us exactly the functionality that we need. We can do everything we need to while at the same time keeping our administrative expenditure to a minimum," says Mr. Binder. "Also, the good price to capability ratio was a major decision point in MKS's favor."

It took only three months from the time the evaluation started to fully deploy the MKS Integrity Solution. After training

the administrators, the MKS Integrity Solution was customized and optimized to suit existing processes that they wished to preserve. And, because of its ease of use, users were able to effectively use the MKS Integrity Solution after only two hours of training. DaimlerChrysler TSS first started using MKS products in 1999, at their location in Ulm, Germany. Since then, their use of the MKS Integrity Solution has expanded significantly. The team is now using MKS Source Integrity Enterprise Edition as their SCM solution, and MKS Integrity Manager as their process and workflow solution. Together, the two products make up the MKS Integrity Solution.

*"Now developers in Ulm, Stuttgart or Detroit can work simultaneously."*

Since DaimlerChrysler TSS had numerous remote development teams, it was important for them to have a reliable and secure way to collaborate in a distributed environment. The MKS Integrity Solution's advanced, multi-tier client/server architecture provided the perfect platform for communication between client and server across long distances. It allowed remote developers to connect with developers from different locations, ensuring maximum productivity.

*"Our entire Software Development Process is built and managed with MKS Integrity Manager."*

Developers at DaimlerChrysler TSS use both the GUI and web interfaces of the MKS Integrity Solution. They appreciate the flexibility of predefined and user-defined fields. The entire source code base is managed with MKS Source Integrity Enterprise Edition. The use of Sandboxes and Variants were especially favorable for development branching.

DaimlerChrysler TSS also found the Technical Support Team at MKS helpful and professional, answering questions promptly and competently.

Responses were exact and to the point, demonstrating sound technical knowledge. The development team also benefited from an important knowledge transfer in SCM expertise from MKS support and their consulting and implementation staff.

*"Variants and Sandboxes gave us the flexibility to develop projects on different levels."*

Each development change is controlled with MKS Source Integrity Enterprise Edition and mistakes, like the deletion of data, are avoided. "Now we know exactly what each release contains and old builds can be recalled without problems."

*"The whole project planning process has become more transparent and easier to oversee. This saves us an enormous amount of time and makes meeting tight deadlines possible."*

Team collaboration improved noticeably through the use of MKS Integrity Manager, because the workflow model is automated and the order of the development processes is guaranteed.

Release Management was also made simpler and more efficient through the use of MKS Integrity Solution.

MKS Integrity Manager is in active use in Germany and is currently being deployed in the United States. They expect other locations will follow soon.

#### **Learn more**

To learn more about the MKS Integrity Solution and the rest of the MKS line of products and services, point your browser to [www.mks.com](http://www.mks.com).

*"DaimlerChrysler Technical Sales Support has chosen to use the software configuration management (SCM) and change management solution from MKS to manage the complexity of developing our software in Ulm, Stuttgart and Detroit. MKS has proven to be the superior technology on the market providing highly flexible process management capability and a superb level of service to us."*  
— Mr. Peter Schneider CTO DaimlerChrysler Technical Sales Support (TSS)



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