Technical Services

KWA Technical Services

KWA's technical services offering is based on decades of experience in working with the Openlink application, to provide expertise led solutions to client challenges. Openlink as an application presents some unique challenges when it comes to development. As an application, it is best described as a set of highly flexible toolkits requiring configuration and customisation. Often, the boundaries between technical configuration, extension of functionality via scripting and development are blurred and functionality can be configured several different ways.

Historically, Openlink development has required specialised "scripter" resources and does not necessarily follow standard development practice. Our approach is different. We follow standard Java and C# development practice, with specialised knowledge of the Openlink API's. We are developers with Openlink knowledge, rather

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than resources with Openlink knowledge, who do development.

It cannot be emphasised enough, that how Openlink is implemented from a development perspective is important. It can have major implications, for the ongoing stability of the system, performance, maintainability and ease of which modifications can be made.

KWA's approach to development is differentiated in that we have expertise in all the elements required to deliver a clean and maintainable solution to the client:

- **Market and Openlink knowledge** - A deep understanding of the markets our clients operate in, and the wider implications of different technical configuration approaches.

- **Deep development expertise** in Java, C#, OpenComponents, Open JVS and Connex.
- **Openlink API expertise** - Market relevant experience of the correct API's to call and the risks of using the wrong ones.
- **Openlink object expertise** - In depth knowledge of not only the API's but more importantly the objects that lie behind them and their wider limitations.
- **Product development expertise** – We develop products to sit within the client's Openlink ecosystem and extend the functionality.

Clients that work with our technical services teams are typically looking for assistance in several key areas:

- **Tactical** small scale scripting to enhance functionality.
- **Large scale**, strategic implementations such as building custom interfaces to SAP.
- **Rewriting and optimisation** of existing code and technical configuration to improve performance, stability or maintainability.

- **Technical audits**, to identify the root cause of system pain points the client is experiencing and potential solutions.

Our teams work in several flexible ways with clients. Often it is in small (2-3 people) teams of experts for 6-8 weeks, **either onshore or offshore as the client requires**, to extend their internal capability. We also have long term arrangements where clients can utilise our expertise on demand.

A primary focus of our development approach is clean delivery and future maintainability. We invest heavily in automation, whether to help validate the technical configuration or reduce test cycle times. We maintain in house expertise on monitoring tools such as Elastic Stack for the analysis of system logs and sharing of information with clients. We can also analyse hardware sizing and grid utilisation and optimisation. Our technical solutions are always designed with client's long term usability of the system in mind. Whatever the client challenge, we can provide the right technical resources.

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