FCT

FPT Software Can Tho

Aug-2024

AGENDA

01 **Introduction**

About Can Tho City
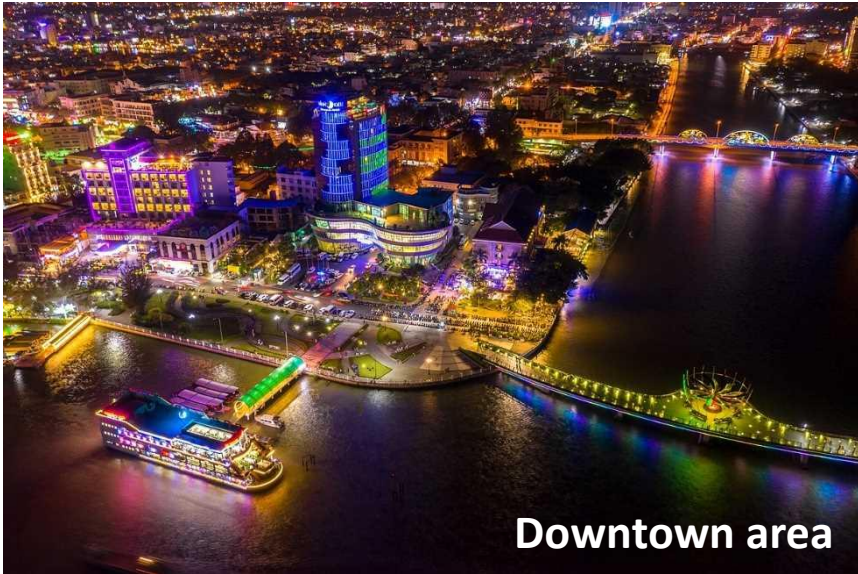

Downtown area

Floating market

Traditional rice noodle

Can Tho is a city has a blend of traditional charm, natural beauty, and modern vibrancy.

It has become the biggest and the most prosperous city in the Mekong Delta

City's area: 1.440 km²
Population: 1.507.187 people

About Can Tho City

Can Tho Bridge

Convenient Store

Can Tho's Specialities

Street Food

Tropical Fruits

HCMC-Can Tho Expressway

Can Tho International Airport

❖ **F&B:**
- The Mekong Delta where Can Tho lies in, is considered to be the rice basket of Vietnam, and contributes more than 50 % of the national rice production.
- Fresh tropical fruits, attractive local cuisine

❖ **Facilities:** Convenient stores (Circle K, GS25, Winmart), Supermarkets, Grocery stores, Traditional markets, etc.

❖ **Transportation:**
- Airport (international and domestic flight routes)
- Can Tho bridge is the longest cable-stayed bridge in Southeast Asia, and with the new expressway it takes only 2.5 – 3 hours to arrive in Ho Chi Minh City.
- An important trading post in the Mekong Delta, because of the central location within a network of waterways.

IT Market and Resource supplement

Company	Resource	Technology	Market
FPT Software	~500	Java, .NET, C++, NodeJS/ ReactJS/ Angular, Python, PHP, AI, Low-code, Cobol, etc.	Japan, US, Korea
Axon Active	70	Java	Swiss
PTN	120	Java, .NET, Angular, PHP	Australia
CUSC	30	Java, .NET, Angular, PHP	Japan, Vietnam
Delta Brains	50	Java, .NET, Angular, PHP	Japan
Sancoh	60	BPO	Japan
NFQ	25	PHP	EU
Hitatek	20	Java, Angular, PHP	US
IVS	50	BPO	Japan
SPS	150	BPO, Data entry	Swiss
Others	300	All	Startup, small company, government's company

Total: ~1400 IT employees
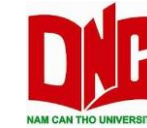
~**1900** graduated IT students/year

ĐẠI HỌC CẦN THƠ ~800   FPT Education ĐẠI HỌC FPT ~300

CTUT ~300   DNC NAM CAN THO UNIVERSITY ~100

TRƯỜNG ĐẠI HỌC CỬU LONG MEKONG UNIVERSITY ~100   TRƯỜNG ĐẠI HỌC TÂY ĐÔ TAY DO UNIVERSITY ~100
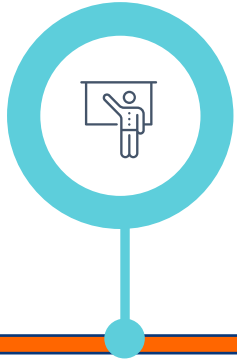
~100   TVU ~100

FPT Software Can Tho - FCT

June-2014

Now

- Established on 13-Jun-2014
- 1 PM and 10 employees
- Market: Japan

- 15+ PM with certificates (PMP, ACP, PSM I/II, CSM, CSPO, SSM, SASM,…)
- 6 Extended BU at FCT.
- Approx. **500** employees (Fsoft 350 + DPS) Market: Japan, US, Korea

CERTIFICATION:

1. Project management:
- PMP: 15
- PMI-ACP: 12
- SAFe certification: 9
- PSM/ CSM: 7

2. Technical:
- OCA: 12
- OCP: 7
- Low code (Outsystems, MuleSoft, Salesforce): 85
- IBM Data Science Professional: 8
- Cloud (AWS, Microsoft Azure): 14
- Cobol/RPG: 18

Fsoft Can Tho: 2024

Department	HC
FHM	257
FI	76
FA	55
GHC	52
FSG	16
IVS	18
GPE.GES	20
BA (AF, FID, SSC, FQC, FGC, FWA, FSA, LTI, IT)	29
TOTAL	**523**

2024 Org.

FSOFT CAN THO

Director
KhoaTP

FHM.CT
KhoaTP
Plan HC: 499
Current HC: 257

FSG.CT
YenPX
Plan HC: 30
Current HC: 16

FA.CT
ThaoNC
Plan HC: 80
Current HC: 55

GHC.CT
ThienBX
Plan HC: 70
Current HC: 52

FI.CT
KhanhVK
Plan HC: 300
Current HC: 76

IVS.CT
SonDV3
Plan HC: 100
Current HC: 18

GPE.CT
KienPT8
Plan HC: 30
Current HC: 20

SUPPORT

REC
PhuongNTK2

GA, SSC
HieuNTT1
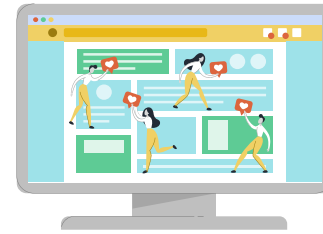
Comtor
HaMQN
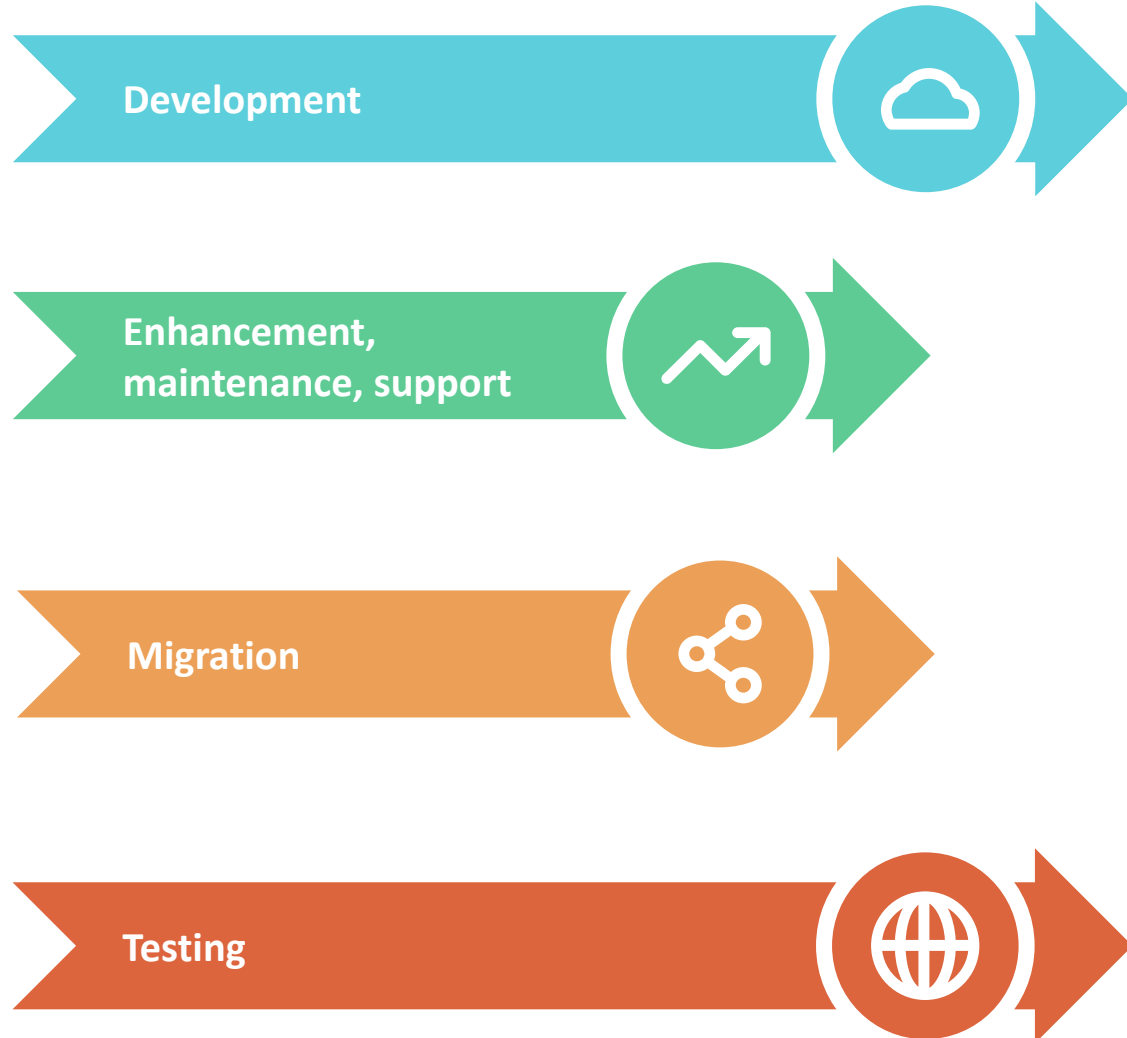
QA
NganHTA

PMO
PhuNT2

FSA
NganTTT6

LTI
OanhPTT3

IT
LinhLV11

*HC = Headcount

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FCT Service and Technical Stack

Development

Enhancement, maintenance, support

Migration

Testing
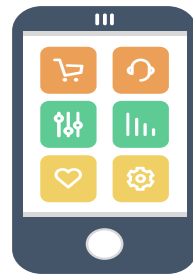
Web Application

Mobile Application

Data

MuleSoft

.NET Core

Java WEB DEVELOPMENT

salesforce

React JS

A

COBOL

C++

php

python

django

RAILS

Microsoft SQL Server

PostgreSQL

Testing Software

Se Selenium

MySQL
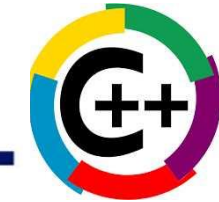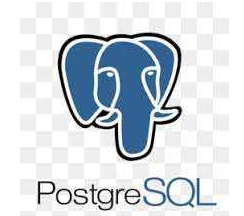
Japanese Influences in Can Tho City

Japanese lecturer at FPT University

Japanese cultural activities at university

- Number of Japanese people living and working in Can Tho: **~50 – 200**

- Japan is the leading investor in terms of registered capital in Can Tho City with an investment capital of **1,349 million USD**, operating mainly in the fields of processing, information technology and electricity production

- Education: Japanese Language major in FPT University, Center for Foreign Languages of Can Tho University, other foreign language centers in Can Tho

Japanese Influences in Can Tho City

Cooperation between Can Tho city and Japan

Research Laboratories Complex (2022)

Advanced Technology Laboratory (2022)

Can Tho Bridge (2010)

At the end of 2023, AEONMALL Vietnam signed Memorandum of Understanding on the investment study of AEON MALL shopping mall in Can Tho City

Japanese Influences in Can Tho City
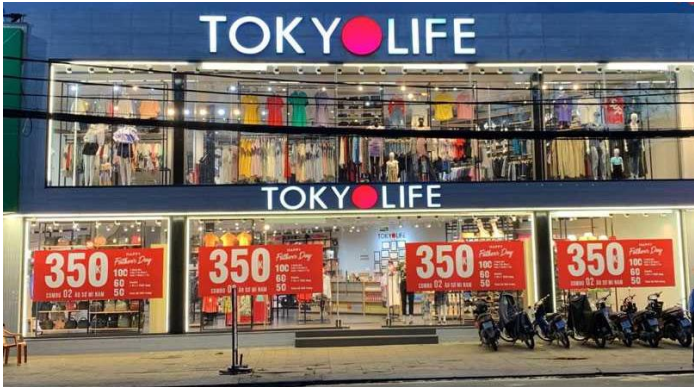
- Stores selling Japanese domestic goods: Tokyo Life, Yori House, Yume Japan, etc.

- F&B: Sushi Hung (especially serve omakase), Sushi Sakura, Clam Izakaya Sushi, Thỏ Tuyết (Ramen), Yakishime (Coffee shop), etc.

Japanese Influences in Can Tho City

Japanese Cultural Event

Origami – Paper Folding

Mochi Making

Tempura Making

Sushi Making

Traditional Japanese Clothing Experience

Kanji Experience

Challenges in Japanese Market

LANGUAGE BARRIER

➢ Organize Japanese language classes
- Number of people registered: **119 (2023)** & **172 (2024)**
- Number of people who have completed and achieved:
  - N5 level: 57
  - N4 level: 43
  - N2 & N3 level: 11

➢ Organize events about Japanese culture and share tips for learning Japanese

➢ Invest 2 employees to study N3 Japanese full-time

➢ Prepare potential candidates to go onsite in Japan for 6 months to work on the project

➢ Build a good BA team to help communicate with customers. In 2024, there are **3 BA (N2 level)** in Can Tho

02 **WHY CHOOSING FCT?**

WHY CHOOSING FCT?

COST EFFECTIVE ✓

Competitive price compared to other locations

STABLE RESOURCE ✓

TOR: < 5% annually

2024: 2.84%

ONE TEAM MINDSET ✓

Take ownership on product and working as a team to complete the product in the best

COMMITMENT ✓

We do what we say, we say what we do.

CSS average 2023: 95.54.

FPT Software

Thank You!

Case Studies – CITS

Customer Overview

Waterfall

IT Consultant Services

3,646 employees (2020)

Japan

763 Million (USD) (2020)

Overview & Needs

- The company offers the services of system integration, cloud computing, information security, and provides computer software mainly in Japan for enterprises, apart from a hardware manufacturing group.

- In the newly formulated business strategy, "advanced IT" is based on the three directions of "challenge to change the business model with a strategy orientation", "deepen the relationship of trust with customers", and "strengthen the bond between employees and the company". partners.

Service & Domain

- Full-life-cycle services: Requirement analysis & design, code, test, deploy, go live support and maintenance for car hardware.

- Auto auction and wholesales services

- Cyber security service

- Financial services

- Media services

Our Solution

Desktop Application Services:

- Automobile Diagnostic Application Development and Maintenance service.

- OBD platform.

Testing service: Unit testing, functional testing, Integration testing with simulator and development hardware.

Quality Enchantment support

- CICD support and source scanning with Sonar, Coverity.

- OSS scan with Blackduck.

Benefit & Values

- Build up the good relationship with customer by over 13 years OSDC.

- Secure the customer biz by the experience resource commitment.

Case Studies – Real Estate

Customer Overview

Hybrid (Waterfall + Scrum)

Engaged in the real estate related business

3,879 employees (2021)

Japan & US

5.02 billion USD (2020)

Overview & Needs

- The company is a real estate brokerage group. They want to manage the process of investment, construction and real estate business.

- Need to build a system that allows data exchange of thousands of suppliers cooperating in activities: estimating, construction, purchasing, sell and maintenance.

Service & Domain

- Full-life-cycle services: Requirement analysis & design, code, test, deploy, go live support and maintenance

Our Solution

- **Application Services:** Application Development, Maintenance, Application Management and Complete Life Cycle Services is provided and includes:
  Business Analyst & Design, Development; Integration, Migration & Implementation, Maintenance & Support

- **Cloud Professional Services:** Cloud migration solutions

- **Testing:** Functional, Integration, Performance, Load and Stress Testing

- **The best shore:** Multiple-site staff development with good cooperating

Benefit & Values

- Centralize data - coordinate stakeholders

- Based on this system to developing new systems for new business activities

- Project release production in August 2019 for big data management related to construction contracts (in Oct-2021): 46.000 construction, 3.000.000 contracts

Case Studies – HMR-Payroll

Customer Overview

Waterfall

Outsourcing Services

1,600 employees (2021)

Japan

300 Million (Yen)

Overview & Needs

- Most of work done by using excel.
- Take time for management when company become bigger
- Some part of work must using Government system
- Must collect info from multiple source

Our Solution

- **Application Services:** Development, Maintenance, Full Life Cycle Services is provided and includes: Business Analyst & Design, Development, Integration, Maintenance & Support, Documentation.
- **Multiple platform:** Web, desktop applications, mobile apps
- **Testing:** Unit test, Functional, Integration, Performance

Service & Domain

- Full-life-cycle services: Requirement analysis & design, code, test, deploy, go live support and maintenance.
- Support Helpdesk

Benefit & Values

- **Customer:** Paper work replace by tools, save over 70% effort, saving resources, saving money when using developed tool instead of Vendor tools.
- **FPT:** Improve knowledge of business, improve skill building full systems of tools, build up full stack developer, building support helpdesk abilities.

Case Studies – OCR

Customer Overview

Kanban

Digital Services & Printing Solutions

90,141 employees (2020)

Japan & International (Europe/Middle East/Africa and US)

16 Billion (USD) (2018)

Overview & Needs

- The customer's vision is to build a product automatic extract data from some documents that helpful for users or business can reduce the time processing and cost for operation.

- There was a need product that can automatically and accurately extract data from any document.

- FPT become a strategic partner with the customer to bring forth the most feasible solution for the product.

Service & Domain

- Full-life-cycle services: Requirement analysis & design, code, test, deploy, go live support and maintenance

- Capture data from documents instantly.

- AI that learns/adapts with every new document

Our Solution

Application Services:

Application Development, Maintenance, Application Management and Complete Life Cycle Services is provided and includes:
Business Analyst & Design, Development; Integration, Migration & Implementation, Maintenance & Support, Documentation & Training

AI/Machine Learning Services

Increase accuracy according to user behavior

Azure Services

Extract Handwriting document

Testing

Functional, Integration, End to End testing, Performance, Load and Stress Testing, Automation Testing

Benefit & Values

Best Shore: Key resources onshore and offshore development center.

- Service available for sale, applied to customer business.

- Product to run with limited scale within short time

- Idea to development inside FSOFT

Case Studies – Blockchain

Customer Overview

SAFe
(Scaled Agile)

Services

120 employees (2021)

Hanoi, Ho Chi Minh City, Da Nang, Can Tho, Tokyo and Singapore.

3.5 Billion (USD) (2021)

Overview & Needs

- Customer's product is the blockchain for business platform. Built on HyperLedger Fabric, the standard for enterprise blockchain platform, the customer offers a unique approach to security and consensus that enable transparency and trust and preserve data privacy that enterprises demand.

- Blockchain transformed the way our customers do business. Streamlined supply chain. Personalized marketing powerhouse. Transparent and efficient verification process..

Service & Domain

- Using blockchain technology to apply bonus management functions

- Loyalty & Reward

- eCom & Loyalty

- Agent & Loyalty

- Game

Our Solution

Application Services:

- Application Development, Maintenance, Application Management and Complete Life Cycle Services is provided and includes:
Business Analyst & Design, Development; Integration, Migration & Implementation, Maintenance & Support, Documentation & Training

- The company offers a wide range of blockchain-based products and services in a variety of sectors, including retail, supply chain, banking and finance, insurance, shopping mall management, and more. to transform with its distributed ledger technology

Testing: Functional, Integration, End to End testing, Performance, Load and Stress Testing, Automation Testing

Benefit & Values

- Our solutions not only help manage and store customer records efficiently, improve accountability for e-commerce business, but also create cost advantages for businesses.

- Improving cost savings for your company is paramount. However, we believe that saving costs doesn't just mean reducing your total costs, you can get more out of every dollar spent.

Case Studies – Low-code Platform

Customer Overview

Scrum

Low-code platform

FCT team size: 8

Vietnam

160 MM

Overview & Needs

- Akadev is one of the product in the Aka-ecosystem.

- 3 teams Ha Noi, Da Nang and Can Tho with total headcount > 30 people

- To create a low code platform that runs directly on the browser with business model SaaS.

Our Solution

- Low-code UI design interface
  Use a WYSIWYG graphical page designer to build web user interfaces.

- Low-code business logic design interface
  Use visual models to create business logic in both client-side and server side.

- Heavily using and utilizing js-based technique.

Service & Domain

Feature analysis, high level design, detailed design, coding, testing

Benefit & Values

- Complete the first milestone in customer's roadmap: to deploy AKADEV to user from FDN

- Grow team from junior to middle/ senior team with strong knowledge about FE and low code platform

- Have high know how value for the project -> build up maintenance/ support team

workato

Case Studies – Low-code Platform

Customer Overview

Scrum

Low-code Platform (Workato)

FCT team size: 8

Japan

24 MM

Overview & Needs

- Establishing a system to encourage a shift from file-based to database-based, which allows for flexible extraction of necessary information. In a world where all design is BIM-based, we will consider and develop how data-driven estimates, designs, construction, and other operations should be.

- Team size: 8 members

Service & Domain

Feature analysis, high level design, detailed design, coding, testing

Our Solution

- Use Low-code framework Workato to handle customer's data workflow automatic process.

- In data workflow automatic process, many steps used Python to handle data to convert BIM's structure data to model data.

- Besides, used Solibri Office (The core product for model checking and collaboration. From design to build, Solibri maintains the quality of your workflow) and Solibri smc java to create the list ruleset, this help customer automatically check their BIM design and send result to their mail.

Benefit & Values

- Complete POC milestone.

- All members has knowledge about low-code and BIM business logic.

Case Studies – Low-code Platform

Customer Overview

Scrum

Low-code Platform (Mulesoft)

FCT team size: 19

Japan

Malaysia

24 MM

Overview & Needs

Project 1 (Malaysia): Support customer pull data from SAP application system, standardize data to standard model by Domain then put data to Salesforces.

Project 2 (Japan):

- Support booking airline ticker based on the 80s system and optimize the bussie with new API-led structure.

- Create a new Reservation system, migrate the member loyalty system from IBM Websphere

Project 3 (Japan): Enhance Zuora system and build MuleSoft app to transfer data between Zuora and external system

Service & Domain

- Domain: Oil & Gas, Postal Service, Aviation, and Retail
- Services: Requirement analysis & design, code, test, deploy

Our Solution

- Building new middleware High-Performance API system

- Define RAML file on Anypoint Exchange

- Use MUnit tools to write Unit test

- Fix bug and optimize performance

Benefit & Values

- Successfully build trust with customers

- Enhance performance and ability to integrate applications and data in a short time.

- Provide effective migration solutions for APIs from the current platform to MuleSoft platform.

Case Studies – Digital Transformer

Customer Overview

- Agile
- Health & Life Care Products
- 8,000 employees (2022)
- Korea
- **3,019 Billion (Won)**

Overview & Needs

- The have had process for manage projects and testing their products based on standards of certifications but all they do is manual and there is no system to manage this.

- They want to implement digital conversion in information management & data processing and follow the quality of their products.

Service & Domain

Full-life-cycle services: Requirement analysis & design, code, test, deploy, go live support and maintenance.

Our Solution

- We develop a Web Application and maintenance service for customers to digital conversion in information management & data processing and follow the quality of their products.

- We have communicator supporting the translation for document, meeting and workshop.

- For this project, client want us to do with the waterfall but for challenges we have, agile is better. So we follow this model to work on this project.

- The special thing for this project that we have not only development and testing team, but we also have another one called is Core team. This team has responsibility to analysis and get confirmation for the requirement then visualize it on Figma.

Benefit & Values

Customer:

- They have a system that can help to solve the existing problem is digital conversion in information management.

- This system help our customers to save time in business.

FPT:

- We have trust and loyalty from the customers.

- We open new chances to work with customer in the future.

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Case Studies – Telecommunication

Customer Overview

- Hybrid (Waterfall + Scrum)

- Telecommunication (cable broadcasting, electric power retailing…)

- 2676 employees (as of April 2021)

- More than 1.625M user in the Kansai region of Japan

- **33 Billion (Yen)**

Overview & Needs

- The sale support system (core system for business solution of our telecommunication end user) was started operation since 1992.

- Alongside the business development, the system has been continuously modified and repaired for 25 years, it becomes more and more complicated, high cost for maintenance and enhancement.

- There was a need to reconstruction and transformation from old system to the new one.

Service & Domain

Service:

Full-life-cycle services:

- Requirement, BD Phase: Waterfall - T&M
- DD-IT Phase: Iteration - Fix price
- ST-UAT Phase: Waterfall - T&M

Domain:

- Telecommunication (optical fiber network, network equipment, etc.)

Our Solution

- Divided into 6 iterations, each iteration is about 2 months. Guaranteed 1 iteration will complete according to service, implement DD~IT1. Release to customers the package can run/verify according to the service flow.

- Iteration 1 chooses to implement the Internet Direct Sale service, which is the main service of the system - as the base for the remaining services.

- Development team divided into modules, implementing for all services to take advantage of knowhow and increase productivity when developing.

Benefit & Values

Customer:

- Increase Operation efficiency by 7 times.
- Reduce Operation and maintenance cost by 125M Yen/Year.
- Reduce redundant data by 25% and rapid business expansion (new services, products).
- Expand new user to 25% right after using new system with more than 100,000 contracts per year.

FPT:

- Delivery successfully world class project.
- Build up the upstream team for DX big project.

Case Studies – Electronics

Customer Overview

Hybrid (Waterfall + Scrum)

Electronics

81,017+ employees (2023)

America

Europe/Middle East/Africa

Asia/Pacific

Japan

> 19B (USD, 2023)

Overview & Needs

- Content Parsing Engine (CPE) that runs in the cloud to automate multiple document conversion steps — including optical character recognition, data extraction, document classification, adding metadata, file naming, file splitting and routing — all without any actions by staff.

- FPT is a strategic partner with Ricoh to provide big solution as data engineering, advanced analytics, data ingestion, data transformation, data pipelines and data quality management to build workflows to improve the processes for speed and efficiency with better accuracy.

Service & Domain

- Capture data from documents instantly.

- AI that learns/adapts with every new document

- Automated document processes save staff time

- Accurate data extraction generates needed metadata

- Intelligent routing delivers content to storage

Our Solution

Data Capture

- Use ABBYY Fine Reader Engine/ Tesserac/ Microsoft Cognitive Services to OCR document

Listen changes on clouds/email

- Use Webhook for Clousd to listen/ notify any changes when user action

- SendGrid with Inbound parsing feature to receive/ process email

Handle large request

- Message broker as RabbitMQ Hangfire to execute background jobs

File Format Processing:

- Use Aspose for file conversion, document processing, generate and edit PDF.

- ImageMagick for Image processing

Single-SignOn

- ASP.NET Identity

- IdentityServer

Benefit & Values

- CPE streamlines document processing, automating tasks like OCR, data extraction, and metadata addition, reducing manual effort and operational costs for customers.

- This product demonstrates remarkable flexibility and adaptability for business customers, thereby assisting Ricoh in increasing its sales to enterprises from 4 (at the end of 2021) to 27+ (at the beginning of 2023).

Case Studies – Cloud

Customer Overview

- Scrum
- Electronics, Cloud
- FCT team size: 4
- Japan
- **48 MM**

Overview & Needs

- Develop a new generation Cloud TV
- Others: program recording, create user packs, etc.
- Team size: 4 members

Our Solution

- Apply AWS as main infrastructure with many services such as SNS/SQS, S3, EKS, ECS, etc.
- Migrating application to Container deployment.
- Replacing RESTful to gRPC service to improve internal services communication.

Service & Domain

Requirement analysis & design, code, test

Benefit & Values

- Improve AWS, API, deployment architecture knowledge for all members
- Provide TV products that can suit all user needs, can change flexibly according to the user
- Optimize and apply new technologies according to customer requirements

Case Studies – Cobol (NHOST Project)

Customer Overview

Waterfall

Insurance

Team size: 24

Japan

216.27 MM

Overview & Needs

Purpose: Create new functions and update current functions for Insurance Management System.

Challenge:

- Old and difficult language. Its combination with new languages posed considerable challenges to employee training and retention.

- Tough business that involves various areas.

Our Solution

- Build career roadmaps and provide full support to members from their early involvement in the project.

- Work with customers to develop training programs with different assessment milestones and provide professional training for key members.

Service & Domain

Service: Requirement analysis & design, code, test

Technology:

- COBOL, JCL, TSO, NEOS, ANDES, I-mode, NBTS2, TDESS, VBA

- Salsa, Rumba, DFW, ACP, JSP, JS, CSS, Java, Djunit, Selenium, TypeScript, VueJS, Elasticsearch, AWS

Benefit & Values

Established its partnership with FPT since 2015, customer N has remained to be one of the major partners of FPT - FSG so far. Our cooperation in COBOL projects achieved some remarkable achievements:

- Most projects successfully completed the pilot phase in which FSG covered program development/maintenance. During the project implementation, FSG worked hard to demonstrate our ability in fulfillment of work requirements and prove our skills as a fast learner, gradually taking on complex upstream tasks with essential need for precision.

- This project developed a standard training framework for new members, along with employee evaluation documents agreed by the customer, to ease the determination of the project team's constant manpower availability and quickly prepare workforce ramp up plans according to customer needs.

- During the project execution, the project team developed various easy-to-use and scalable tools for productivity and quality improvement.

Case Studies – Cobol (I Project)

Customer Overview

Waterfall

Cobol Mainframe

Team size: 29

Japan

1.058 MM

Overview & Needs

Integrate 7 mainframe systems into a single one that runs on IBM mainframe system to solve the following problems:

- Maintenance of multiple platforms increases costs

- Assurance of quality faces serious challenges, causing system issues

- Limited system extensibility

- Maintenance support (UNISYS) by Maker has ended

- Provision of human resources for development is limited.

Our Solution

- Carry out regular customer comment analysis and organize professional training to ensure stable productivity and quality.

- Communicate with onsiters (employees who work at customer's premises) to gain relevant experiences and learn more skills for upstream work.

Service & Domain

- Service: Requirement analysis, code, test

- Technology: IBM COBOL, FUJITSU COBOL, PL/I, JCL

Benefit & Values

- The number of simple comments annually decrease and the productivity currently matches customer expectations.

- The master plan for team capacity improvement to undertake upstream tasks and member training plan for future projects have been formulated and proven to be effective in practice.

- The processes and tools used in the project are unified, enabling project quality enhancement.

- Old languages such as Japanese PL/I and COBOL have now been completely replaced, shortening the development time and easing the provision of appropriate human resources.

Case Studies – Cobol (J Project)

Customer Overview

- Waterfall
- Securities operations
- Team size: 100
- Japan
- 1.200 – 1.800 MM

Overview & Needs

Featured projects:

- Expand business hours for investors (~80MM)
- Handle meigara code from 7 -> 11 characters (~120MM)
- Unify 8% with 10% tax rates following Japan's tax reform (~62MM)
- Reduce administrative costs for foreign securities transactions (~50MM)
- Build a sales support system (~100MM)

Service & Domain

- Service: Requirement analysis & design, code, test
- Technology: Hitachi Open COBOL, OpenTP1, Oracle 9i, HiRDB, VBA, C#, Java, JS.

Our Solution

- Share career roadmaps with project team internally, develop separate support programs for team members
- Communicate frequently with onsiters for support, take on upstream work on a partial basis to strengthen project member capacity
- Organize regular training to prepare project members for more complex tasks and productivity improvement

Benefit & Values

- The number of simple comments annually decrease and the productivity currently matches customer expectations. Support tools are developed and improved regularly for productivity and quality enhancement
- Management is unified and carried out smoothly in all departments of customer J.
- Closely liaise with customer's senior personnel to aid in expansion to other work areas besides COBOL.
- The TOR rate is kept low, knowledge is gained and extended regularly.

Case Studies – Cobol (A Project)

Customer Overview

- Waterfall
- Insurance
- Team size: 10
- Japan
- ~100 MM

Overview & Needs

Purpose: Implement new development and maintain COBOL system for core insurance operations, using OLAS (AS400)

Challenge:

- Project member are difficult to recruit due to language and system characteristics
- Insurance operations are relatively difficult for the project

Our Solution

- Member recruitment is urgently carried out throughout the company. Qualified members will be relocated to ensure the project can operate more smoothly.
- Use 1 Business Analyst who has knowledge of insurance domain and connects with customer regularly to ensure a correct and complete understanding of their business.

Service & Domain

- Service: Requirement analysis, code, test
- Technology: COBOL, OLAS

Benefit & Values

The project has demonstrated FPT's capabilities in difficult tasks with little reference information. With efforts as well as the ability to connect closely with customers, the project successfully delivered the COBOL part, reveal great opportunities for customers with more difficult parts of work. Up to now, the cooperation between customer A and FPT has been increasingly expanded.