

eBiz Software, Inc.

TechForms® eProcurement Site Takes Off Quickly at UMB with the ASP and Extreme Programming

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UMB Bank, N.A., an affiliate of the organization UMB Financial Corporation, a multi-bank holding company with assets of \$7.2 billion, had an existing corporate purchasing Web site that could not properly facilitate ordering of personalized and/or imprinted products. eBiz Software developed a new Web-based procurement portal using Microsoft® Visual C++®, Visual Basic®, SQL Server™ 2000, ASP, VB Script, Java-Script, Cascading Style Sheets, and Extreme Programming (XP) methodology, in only 6 months with only 2 developers.

Six years ago, UMB Bank developed a strategy to move purchasing to a more automated and efficient process. Their first initiative was to allow users to order standard office supplies and consumable items on an online system. The portal offered online access to a number of suppliers, with a variety of goods and services, and was the basis for an ASP service offering to external customers.

However, this system didn't address the custom print needs for UMB Bank, N.A. Since all Banks, financial institutions and insurance companies typically are very "paper intensive" and as such forms, printed documents, letterheads, envelopes and custom brochures make up about 20% of the annual purchasing dollars of approximately \$63MM. Because of this need, UMB began its search for a solution to order customized printed products. "The ideal environment would need to offer the ability to work with multiple preferred print suppliers who would print and warehouse (inventory) and ship all custom-print items. Additionally, the system needed to allow end users to easily enter and proof their own orders in a WYSIWYG (What You See is What You Get) manner, then transmit that exact copy to the supplier, and provide shipment tracking and customer service

interfaces. It also needed to be flexible enough to add and delete products and add and change suppliers quickly." says Nancy Grasse, Senior Vice President and Director of Materials Management.

Grasse's division envisioned that the true benefits of the proposed system would be justified from the ROI (return on investment) the project would achieve in hard dollar savings in the following areas:

- Physical Inventory Reduction & Carrying Costs
- Inventory Management Savings
- Forms Obsolescence Costs
- Forms Management Costs
- Forms Consolidation
- Printing Errors Reduction
- Customer Service & Tracking Costs
- Just-in-Time Delivery of Product

Requirements for the new application were gathered from existing users of the initial application, and merged with the updated product vision, to become the basis for development of a detailed product plan. eBiz Software, Inc. brought to the table an existing custom-printed product procurement application and with Extreme Programming (XP) development methodology was adopted for the refinement of this product.

At the same time, the decision was made to adopt Microsoft® ASP, Visual C++, Visual Basic® 6.0, SQL Server™ 2000, VB Script, Java Script, CSS, and XML. The team used both Microsoft Visual C++® and Visual Basic® 6.0, and enhanced their application using ASP and ADO data access.

Solution Overview

Customer Profile

UMB Financial Corporation, a multi-bank holding company with assets of \$7.2 billion. UMB banking centers are located throughout Missouri, Illinois, Colorado, Kansas, Oklahoma and Nebraska.

Business Situation

UMB Bank, N.A. had an existing corporate purchasing Web site that was used for the purchase of "widgets and supplies". This system did not meet the information needs required by custom-printed product ordering.

Solution

eBiz Software Inc. built a new Web-based procurement site using Microsoft® Visual Basic®, ASP, VB Script, Java Script, CSS and SQL Server™ 2000, and Extreme Programming (XP) methodology.

Benefits

- Built version 2.0 of the new system in only 6 months with only 2 developers
- New system has a much higher user satisfaction rating
- Adopted by all 150+ branch locations
- Expect online spending to reach \$1MM per year
- Visual Basic and ASP worked well with XP methodology

Software and Services

- Microsoft® Windows Server™ 2000
- Microsoft SQL Server™ 2000
- Microsoft Visual Studio® 6.0
- Visual Basic®
- Visual C++
- ASP
- VB Script & Java Script
- Cascading Style Sheets

Fast Facts	
Number of developers to build application	2
Number of months to build application	6
Number of users	500+
Size of database	110 MB
Lines of code	>500K
Money Saved in 2004 (estimated)	\$650M+

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"We picked the Microsoft tools based on the belief that these tools, combined with the XP approach, would allow a small team to quickly develop and deploy a quality application," says Mark A. Maendele, CIO of eBiz Software, Inc. "After requirements gathering, product plan development, and basic architectural design, it took the two-man development team six months to develop the revised release of the application. Version 2.0 of the application was rolled out to existing users, and enthusiastically received as a significant improvement over the existing way of ordering."

"After the initial core functionality was complete we moved to a more aggressive XP release process to get enhancements and bug fixes to the users on a weekly basis," said Developer Michael Scott. Both developers used Microsoft best practices for developing ASP applications as a guideline and found the MSDN® reference library and code samples to be quite helpful.

Over the course of six months, 150+ Branches within UMB Bank converted to the new application. "Even our most inexperienced computer users have found the system to be very intuitive and easy to use," said Lyn Heerman, Vice-President and Assistant Director of Purchasing.

"As system administrator, I have trained employees in 2 hours or less with great ease," said Grasse. "Administration of the Company's 500+ end users and 150+ branch offices has been quite simple, enabling system rollout in about 12 weeks."

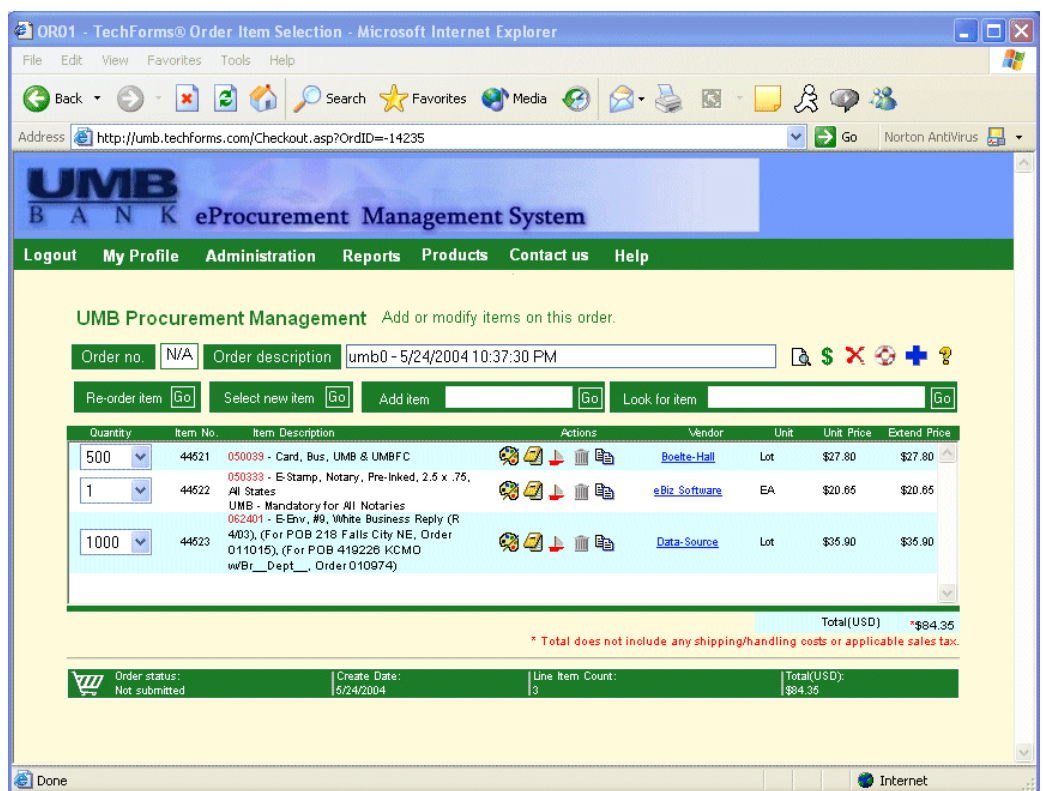
The TechForms® offering by eBiz Software Inc. is an object-oriented ASP and eProcurement Website that uses an N-tier architecture. The data tier uses a SQL Server database, with stored procedures to handle much of the data manipulation. The presentation layer uses CSS pages. The application communicates with the various vendors using XML and through more traditional HTTP access.

Current usage statistics for the application include: 150+ branch locations, 365 office locations, 2500+ accounting codes, 500+ users, and 6 suppliers. Spending on the system increased from \$24,000 the first month to \$70,000 in the 14th month (double the previous system). "By the end of the year, we expect online spending to reach \$1,000,000 and 3,000 line items per month, with that number increasing even

more in 2005," says Grasse. "We estimate that this new procurement system saved the enterprise on an annual basis no less than the following amounts:

- \$150,000+ for four FTEs (full time employees) who performed tasks of purchasing, forms management, inventory management, and customer service and order tracking
- \$500,000+ in inventory reduction, carrying charges, inventory management expenses, forms obsolescence, and forms management costs."

Meanwhile, maintenance of product information is controlled by UMB ensuring uniform information on products. The level of effort required to add new products to the system has been streamlined to about 10 minutes per item with the new system. As well, changing suppliers on existing items is transparent to



users, seamless to the suppliers and instantaneous in our new system."

"Overall, we found using Visual Basic, ASP, VB Script, Java Script and Cascading Style Sheets, combined with the XP rapid application development methodology resulted in quicker development cycles, requiring fewer resources, and producing higher quality code; the end result is a first class enterprise-level application that is enabling UMB Bank to realize the considerable cost savings envisioned by the purchasing portal for custom-printed products." stated eBiz CIO Mark A. Maendele.



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