

NEW PROGRAMMERS GET UP TO SPEED—FASTER—WITH SOFTWARE AG TRAINING

Challenge

As Brazil's largest federal data processing company, Serpro is heavily invested in Adabas and Natural on the mainframe. In fact, the company processes 17 billion of Adabas statements a day and has 74 million lines of Natural code. So, when bringing 22 new programmers on board, Serpro needed to make sure this new talent was proficient as quickly as possible in its core Adabas and Natural technologies.

Solution

Software AG got Serpro's new programmers up to speed efficiently by providing a five-day customized course at the company's site in São Paulo, Brazil. Serpro avoided the cost of travel for training new programmers. Tailored to Serpro's specific requirements, the course—Adabas and Natural Fundamentals—combined two key classes into one specialized offering.

Benefits

- New programmers empowered with the knowledge needed to meet project goals
- Scenario-based, hands-on exercises prepared new programmers for real-world situations
- Increased ROI in new talent—now able to develop and enhance key applications on time
- Student travel costs eliminated, thanks to on-site training
- Students gave the class a 92 percent favorable rating

Serpro

Serpro is the largest federal data processing company in Brazil with 10,000 employees. The company handles 1 billion transactions a day and provides applications and Internet services to support the country's income tax processing, national drivers' license service, national vehicle registry service, federal financial service, federal payroll and passport control.

Get There Faster.™

When compared to other vendor training classes, Software AG's training offered "more interaction with the students, more attention to the precision of the given answers and more confidence when transferring knowledge."

Rosana Cristina de Godoy | Internal Management | Serpro

New programmers? No problem!

As programmers who are well versed in Adabas and Natural retire, Software AG customers needn't worry about getting new resources up to date on this proven technology. That's because Software AG Global Education Services offer hands-on, practical training on Adabas and Natural on site, online and in public classrooms worldwide.

One option—on-site training—has proven time and again to be a cost-saving choice when companies need to train five or more people at the same time. Such was the case for Serpro. The company had hired 22 young programmers and needed to increase their knowledge of Adabas and Natural, which are used to provide core services to the Brazilian government.

Explained Rosana Cristina de Godoy, Internal Management, "Since Serpro has a lot running on mainframes, the challenge was to transfer knowledge and break paradigms. The training was the right thing to do because it brought both (experienced and new) teams to the same level of technical knowledge."

Designing just the right class

Software AG Global Education Services specializes in offering tailored training plans for customers. For Serpro, Software AG created Adabas and Natural Fundamentals, combining essential elements of two popular courses, Adabas Fundamentals and Building Applications with Natural.

During the training, the programmers received basic knowledge of the facilities and functions of the Adabas database management system, such as:

- Structure of an Adabas database
- Data definition, data description and basic considerations regarding Adabas file design
- Access for read and update functions
- Transaction concept
- Recovery and restart functions

Additionally, students learned to use the functions of the Natural development environment and to implement applications with database accesses, processing logic and maps for the mainframe target platform. Topics included:

- Prototyping
- Program editor, data area editor and map editor
- Variables and data structures
- Statements and commands
- Techniques of modularizing applications
- Database accesses and modifications
- Transaction logic
- Creating reports
- Debugging

On site is on the mark

With the on-site training, all new Serpro programmers got the knowledge they needed all at once. Being in the same classroom at Serpro enabled them to learn from each other's interactions with the instructor, and the training was made as relevant as possible to Serpro's unique environment.

The Software AG instructor's expertise truly motivated the students. "His knowledge, domain, sharpness, communication skills, objectivity and perfect mix of theory and practice made the content much easier to absorb," said Rosana Cristina de Godoy.

Students gave the class a 92 percent favorable rating. When comparing Software AG's training with that from other vendors, Rosana Cristina de Godoy said Software AG offered "more interaction with the students, more attention to the precision of the given answers and more confidence when transferring knowledge."

Meeting project goals—faster

Benefits of the training included higher productivity and a noticeable difference in the ease of using Adabas and Natural for the young programmers. As a result, Serpro has been able to make the best

possible use of its new programmers. They've already developed and enhanced many different applications, including those Serpro provides for the Brazilian IRS.

"There are more qualified resources and, as a result, we noticed improvement in our ability to meet deadlines," said Rosana Cristina de Godoy.

KEY COMPONENTS

Global Education Services help Software AG customers achieve their project goals by leveraging tips and shortcuts from expert instructors, many with 10+ years using Software AG technology. Using Global Education Services, customers gain the knowledge they need to deliver quality projects faster and at a lower cost.

To find the Software AG office nearest you, please visit www.softwareag.com.

ABOUT SOFTWARE AG

Software AG is the global leader in Business Process Excellence. Our 40 years of innovation include the invention of the first high-performance transactional database, Adabas; the first business process analysis platform, ARIS; and the first B2B server and SOA-based integration platform, webMethods. We are unique in offering the world's only end-to-end—and easiest to use—business process management (BPM) solutions, with the lowest Total-Cost-of-Ownership.

Our industry-leading brands, ARIS, webMethods, Adabas, Natural and IDS Scheer Consulting, represent a unique portfolio for: process strategy, design, integration and control; SOA-based integration and data management; process-driven SAP implementation; and strategic process consulting and services. Our comprehensive software and services solutions allow companies to continuously achieve their business results faster.

Software AG – Get There Faster

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