



Engage, Incorporated Case Reference

Engage Serves Up KiWiPOS with some Software Development Innovation.

“The software services Engage has provided for the KiWiPOS product has allowed us to capitalize on the last ten+ years of development”

Angelos Petrakopoulos - President
KiWiPOS

Customer: KiWiPOS

Web site: www.kiwipos.com

Customer size: <\$1MM Annually

Location: Atlanta, GA

Industry: Hospitality



Customer Profile:

KiWiPOS was founded on the ideals of integrity, honesty, and offering the best product at the lowest cost. KiWiPOS for Restaurants is developed for small and midsize businesses.

Software and Services:

- SQL Server
- Maintenance Development
- .Net Development
- Discovery and Analysis

Hardware:

- Software Design
- Touch Screen
- Compact Footprint

The Challenge

Restaurant point of sale provider KiWiPOS is a product that has been in the marketplace for over a decade, moving from what had been an industry leading architecture to a codeset requiring an ever increasing amount of maintenance around legacy technologies in order to address specific customer needs.

As such, KiWiPOS' team identified the need to migrate the legacy codebase to a new, SQL Server based data structure for existing customers while seeking to determine, design and develop a new version of the product on an extensible architecture for the future.

For this the KiWiPOS management team turned to Engage, Incorporated, a Microsoft Gold Certified Partner developing and delivering managed software and service solutions for on-premise and hosted, software deployments.

The Solution

Engage began the development process first by analyzing the customer's existing workflow and codebase. After thorough analysis was documented Engage was able to develop a more predictable allocation of resources between code maintenance and new application development, leveraging the workflow of the legacy application.

From its analysis, Engage developed the first set of comprehensive use cases for the application, documents describing in detail these features, functions and requirements for the development team to follow, allowing the customer and the developers to share a common set of goals prior to development to work through any questions and clarifications before time was invested in development itself.

By using separate development team members for each of the coding assignments, then using a version of a paired programming methodology, Engage was able to keep the development team both focused on their respective assignments while also cross-pollinating critical portions of workflow into the new application. The result has been a legacy application transformed from its baseline capabilities by infusing it with the power and flexibility of the SQL Server platform while also leveraging this capability into a new .Net based application version to be deployed in 2008.



KiWiPOS Case Reference continued

The Benefits

KiWiPOS has continued to market and sell its product, with the added benefits of it being maintained upon the stable foundation of SQL Server. KiWiPOS was also able to define its product needs for the future while basing its workflow on the solid foundation of its past success.

KiWiPOS is looking forward to a successful future provided through a new, extensible version of the product, developed on a robust .Net codebase by Engage, Incorporated. Engage has begun a development cycle to further enhance the product by integrating it with the Microsoft Dynamics suite of business applications, opening new opportunities for KiWiPOS through the Microsoft Partner network.

About Engage, Incorporated:

Engage, Incorporated, a Microsoft Gold Certified ISV software and hosting partner, develops custom software solutions and integrated solutions extending Microsoft Dynamics software products. Engage's premier product, ASAP.Net Commerce Suite, enhances Dynamics applications (GP, CRM, others) with integrated eCommerce, Contact Center and online payment solutions; delivering workflow, web Analytics and optional VoIP/Unified Communications for online services.



“We were excited to have a partner like Engage. The foundation of our partnership has been build on trust developed over years of collaboration. The benefits we’re seeing today will only increase over time through the decisions we’ve made together”

Angelos Petrakopoulos - President
KiWiPOS

