

CASE STUDY



smart people
smart solutions

"The DVT team took a young approach to creating something new and compelling without any examples in the market to work from."

Allan Macfarlane
Chief Technology Officer,

PROJECT SUMMARY

COMPANY

Pivotal Data

INDUSTRY

Custom software development
(Mobile app)

LOCATION

South Africa

SOLUTION

Mobile App Development



PIVOTAL DATA

Infrastructure | Analytics | Insight

Custom software development for specialist infrastructure, technology solutions and data analytics company.

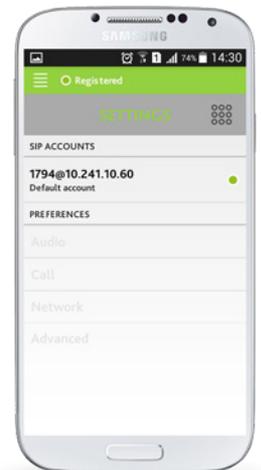
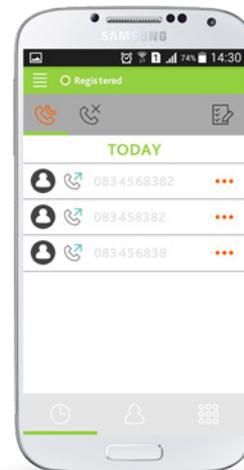
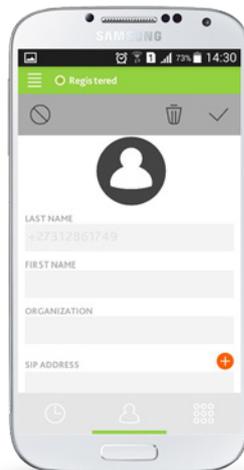
Pivotal Data has deployed a turnkey mobility application that gives the company's telephony clients access to all the functionality of their desktop phones from their smartphones.

As an agnostic technology provider, Pivotal Data builds and manages hosted contact centres and offers its clients enterprise-grade telephony services with service providers of their choice.

THE CHALLENGE

Corporates are often saddled with hefty cellphone bills when their staff use their mobiles for work, and one of the side-benefits of the Pivotal Data application is the elimination of those bills.

"For some time we've been struggling with the challenge of extending traditionally desk-tethered telephony services to mobile phones, but there was no solution we could and that allowed us to do that," says Pivotal Data CTO Allan Macfarlane. "Through our longstanding working relationship with DVT, we discussed the option of developing our own solution, which ultimately lead to the creation of a smartphone application that delivered what we wanted."





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ABOUT DVT

DVT is a software development and testing company that focuses on digital transformation technology solutions for clients globally. Its services include custom software development for mobile, web and traditional platforms, software quality assurance, automated regression testing, UX/UI design, cloud application services, DevOps consulting and data & analytics solutions as well as Agile training and consulting.

Founded in 1999, DVT has grown to over 700 staff with offices in the UK (London) and South Africa (Johannesburg, Centurion, Cape Town and Durban). The company services more than 100 local and international medium and large organisations.

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PIVOTAL DATA

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THE SOLUTION

Together with DVT, Pivotal Data identified an existing software application that could be adapted and repackaged as a white-labelled smartphone application to seamlessly extend the functionality of the company's desktop telephony systems to a user's mobile phone.

Using Java and Objective-C to develop Android and iOS versions of the application respectively, **DVT customised the open source solution Linphone to deliver exactly what the client wanted**, instead of building the entire app from the ground up, **significantly reducing the cost and duration of the project.**

Along with the NeoUnify app, **DVT also created a tool that allows Pivotal Data to reskin the app as often as required**, which the company is planning to use to publish two additional apps: Pivotal Mobile and NeoTalk.

THE RESULTS

The project proved a great example of the benefits of Agile development in the corporate workspace.

By developing the solution using Agile methodologies and short iterations in the form of sprints, we were not only able to give Allan and his team early visibility to how the application would look and function, but were also able to adapt the app with constant feedback from the Pivotal Data team.

DVT was able to estimate a cost based on a certain number of sprints related to the high-level requirements. This would mean Pivotal Data only pays for delivered sprints. If the project were to end sooner than estimated, **Pivotal Data would only pay for the sprints used. This project did end earlier than expected.**

Pivotal Data saved money by going the agile route.

THE FUTURE

We're currently engaged with DVT to develop a biometric voice-activated security solution for our telephony customers that effectively replaces fingerprint and other forms of identification needing only the users' voice.

"If all goes to plan we'll soon have another application we can white-label and sell on to our clients, made possible by the agile thinking and expert work of DVT and our development staff," concludes Macfarlane.