

# Success Story

## Information Technology

### Audit of Software

#### Storyline...

The client is an IT company, part of a UAE based private sector group with trading and manufacturing businesses across the world. The client developed a mini ERP in-house to meet the needs of the group. Over time this software had been customised to suit its 17 different business verticals. The client had also developed a banking software.

MaGC® (formerly NCRCCL®) was approached by the client to assist in auditing the mini ERP and the banking software with the objective of providing recommendations on the products' functionality & usability; and benchmarking it against similar products in the market.

#### Once upon a time...

The client had developed software specifically to meet the in-house needs of their group. The Management was looking at exploring opportunities to commercialise the Mini ERP and the Banking Software. Hence, there was a need to closely audit the products, remedy any issues, and improve them.

#### Moving on...

The assignment commenced with a demo of the various modules in the software, based on which MaGC planned the audit. Subsequent audit work involved review of system development documentation, detailed functionality testing, interviews with users, feedback collection from users, and discussions with key stakeholders. The detailed functionality testing involved development of test cases and analysis of processing results, examining modules to ensure existence and operation of intended functionalities, identification and classification of issues, and cataloguing/codification of the issues. A questionnaire was circulated to collect feedback on the user experience and suggestions for improvement.



MaGC also did a detailed study of the features offered by existing comparable products in the market and compared it with the features in the Client's software. This facilitated benchmarking the software with its competitors. A study of the security aspects of the software was also undertaken for the Banking software. This involved testing of the software's to certain SQL query injections; review of policies; and study of mechanism to provide and restrict access controls within the software.

MaGC visited users across 17 different business vertical across the group to complete the audit. The functionality testing was done from a remote site on a stand-alone network. Based on the evidence collected, the modules were rated in terms of functionality, usability, and market positioning. Recommendations included documentation deficiencies to be addressed, bugs to be fixed, ideal enhancements and improvements to make the products more competitive in the market. The audit report was submitted with module-wise annexes that catalogued the required fixes and enhancements.

#### Finally...

The report was well-received and it was used extensively by the Client to fix, improve and re-package their products. The products were launched successfully in the global market and is currently a very popular business solution among small and medium sized businesses.

