

Euromoney  
Institutional  
Investor PLC

CASE STUDY

# Euromoney Institutional Investor PLC

## ABOUT THE CLIENT

Euromoney Institutional Investor PLC is the international publishing, events and electronic information group, delivering business information and data to the finance, law, energy and transport sectors for over 35 years.

It publishes more than 100 magazines, newsletters and journals. It also runs an extensive portfolio of conferences, seminars and training courses. The company, publicly traded and headquartered in London, employs over 3,000 people in Europe alone.

## OUR ROLE

Operating in the fast-paced media industry means that Euromoney must regularly create new content-driven applications for its customers and employees.

It was getting more and more difficult to handle the workload, therefore our Client decided to outsource part of their software development.

We started working for Euromoney in 2009 with just four software engineers. In the course of our cooperation as much as 70 people worked for the Client running up to 15 projects at once.

On a daily basis, we work following agile methodologies, which makes it easy to adjust to Client's needs.

# EFFECTS OF THE COOPERATION

At the very beginning we provided teams of different levels of expertise, managed by the Client. However, in the following months the team doubled, while its output multiplied. The workload continued to grow and more skills have been added to the team, including security consulting and testing expertise.

Within our cooperation with Euromoney, Future Processing has delivered nearly 50 projects. We were responsible for the development of web applications, back office configurations, internal systems and upgrading their software.

From the very beginning of our cooperation we offered Quality Assurance services. This is an important part of our cooperation, which is proved by the fact that now there are nearly twenty testers, which represents over 1/3 of the team.



## SO FAR, FUTURE PROCESSING IMPLEMENTED SOLUTIONS IN THE FOLLOWING AREAS:

- ▶ advertising
- ▶ statistics
- ▶ e-commerce
- ▶ business & marketing reporting
- ▶ legal issues
- ▶ surveys, questionnaires, polls
- ▶ CI management
- ▶ Web services, Windows services
- ▶ social bookmarks
- ▶ issue and time tracking systems
- ▶ searching and indexing
- ▶ events & meeting planning

# BUSINESS PROBLEM THAT WE SOLVED

The main thing is allowing our Client to switch from paper publications to electronic ones, which greatly reduced maintenance costs and sped up time to market.

We have provided a highly scalable, competent team of engineers, able to work on a wide range of concurrent, yet diverse software projects. This enabled Euromoney to keep their development costs down, while delivering much higher volumes of software, without any compromise on quality.

Cooperation with Future Processing has also resulted in the use of new technology and best practice, since we were working on modernising and streamlining Euromoney's applications.

# CHALLENGES

Working with one of the leading publishing companies presented us with some challenges.

First of all, we had to get throughout business knowledge and better understand business aspects of different projects. Once we did that, it greatly improved our work, as we could be more engaged and better understand Euromoney's needs.

Another thing that was challenging at times was to quickly provide a highly scalable team. With lots of people entering the project at once, there wasn't always time to train them. That's why, we suggested our Client slower expanding of the team, but with fully educated engineers.

# WHAT HAVE WE LEARNED?

We implemented a kind of mentoring system, where developers and quality assurance engineers work close together

In addition, we have introduced Agile methodology with cross functional team members up to 9 people, with Scrum Master and Product Owners at the Client's end. This was our response to Euromoney's needs which now can be met with much better results.

In such a large project it is important that the communication is open and regular, that's why we constantly try to improve this process. The approach that proved to work best is visiting the Client at the beginning of each project to fully understand the technical aspects and business needs.

Apart from emails, team leaders make weekly calls to discuss progress on different projects. In addition, there are frequent face-to-face meetings.

However, what is really worth highlighting here, is the fact that almost every member of our team has daily video conferences with engineers from Euromoney, including those on the business side as well.

Such a close cooperation brings huge benefits for both sides, since we make sure that the result will meet our Client's needs. It also helps to create and maintain the relationship, which works effectively, regardless of different location.

## TECHNOLOGIES USED:

- ▶ ASP.NET 4.0
- ▶ C#
- ▶ VB.NET
- ▶ HTML5
- ▶ CSS3
- ▶ JavaScript
- ▶ WCF
- ▶ iOS

# PLANS FOR THE FUTURE

We are still the main supplier of outsourcing software development for Euromoney, therefore our team continues to increase in size and take on new projects.

Euromoney is committed to the relationship for the foreseeable future, looking for areas where Future Processing can be of help.



▷  **Future Processing**

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