



## Case Study: Cybage Software

### About the Company

Headquartered in Pune, India, Cybage Software was founded in 1995 to develop innovative productivity tools for the world market. In August 1996, the company diversified from product development to providing offshore software development services to the US IT industry. Cybage specializes in the implementation of the ODC model (Offshore Development Center) and its services include software development, maintenance, re-engineering, software testing and technical documentation.

### Project Description

The objectives for the process improvement initiatives were:

- Set and continuously improve the standard and consistent processes across the organization.
- Establish best practices to guide organization process improvement
- Establish baseline to track the organization's process improvement
- Identify areas of improvement
- Get formally assessed at SEI CMM Level for meeting industry standards

### Nihilent's Role

Cybage hired Nihilent's CMMI consulting services to help them for CMM Level 3 and then for CMMI Level 5 initiation. Nihilent's Lead Assessor and Principal Consultant were engaged for this assignment. The scope included:

- SW-CMM Training
- Informal assessment
- CBA-IPi assessment for SW-CMM level 3
- Gap analysis for CMMI Level 5
- Establishment of Org. performance Baselines
- Establishment of Org. and Projects PIID
- Readiness Check
- SCAMPI A Appraisal for CMMI Level 5

### Business Benefits Delivered

- Improvement in quality of deliverables and predictability of schedules
- A process driven culture environment within the client's project management teams and the organization as a whole
- Increased customer satisfaction by making it possible to provide a cost effective solution for process implementation.

### Customer Speak

*"It would not have been possible for us to achieve the CMMI milestone without the guidance and expertise of Nihilent's consultants. The association has been a learning experience for our team."* – Process Manager, Cybage Software

**In May 2004, Cybage was assessed at SW-CMM Level 3 and then subsequently in October 2005 appraised at CMMI Level 5.**