

Mitrais Updates

Software Development & OutSourcing Services



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Ceremonies Mark Start For New Mitrais Headquarters



In recent months Mitrais has held two important 'laying stone' ceremonies to mark the start of construction of its new offices at Sanur.

Some 30 minutes from the present headquarters at Kuta, Sanur was the scene of traditional Balinese ceremonies which were attended by Mitrais management and staff.

Marketing Assistant Nina Handayani explains the importance of the Hindu ceremony.

"Balinese believe and look for harmony within the universe, between the world as a whole and humans, between the macro cosmos and micro cosmos. Every place, whether it is a river, rice fields, gardens or vacant land, contains both positive and negative spirits or energy.

"A ceremony is needed to harmonise the different elements every time the function of a place changes: in this case from vacant land to an office building.

"We pray for the God's blessing and guidance, raising positive energy which will give the best support to the intended function such as a good working atmosphere for an office and cleansing negative ones that cause trouble.

"The first 'laying stone' ceremony is the symbol of the infusion of the building's "soul" that will give "life" to it," Ms Handayani explains.

Mitrais To Offer Software Testing Service

Mitrais is to offer a professional software testing and quality service to its Australian customers through its Software Quality Centre.

It recently laid the foundation for this service with the launch of a software tester education program under the direction of software quality assurance manager, Mr. Rommy Rempas. Mr. Rempas says Quality Centre staff will undertake the software tester education program which covers software testing principles, psychology of testing, test levels, test techniques, bug reporting, test documentations, test related metrics, test process, and test automation. 'Real hands on experience as software testers in software development projects is also part of the tester education program,' he said.

The competency review system for Mitrais software engineers has also been modified to accommodate staff whose career path takes them into software quality/testing.

Mr. Rempas says Mitrais continues to follow the premise that the quality of the software product is heavily influenced by the quality of the process used to produce the product.

Mitrais follows the Rational Unified Process methodology (modified to fit the profile of the projects and staff) and CMMI with the objective of improving standard processes. 'Software projects are regularly audited against our set of standard processes.

'Realizing that the process approach alone is not enough to ensure quality, we always strive to hire the best candidates and support the project training needs by providing a training program for software engineers in SWEBOK and technology related skill,' Mr. Rempas said.

Mitrais follows PMBOK as the standard in improving the project management skills of its project managers and technical leaders. Training in PMBOK is provided to the senior staff at Mitrais.

Removal of software defects as early possible in the project lifecycle is part of the standard quality process. Mr. Rempas said Mitrais' senior management also undertakes phase gate quality reviews at selected milestones in a project to ensure the software quality.

Mr. Rempas has been software quality assurance manager since 2005. Prior to joining Mitrais, he was a software tester, test lead, software quality consultant and test automation specialist at several companies in US and Indonesia including Cigital/RST, Realeum, InfiniT and Plasmedia.



Rommy Rempas

One Day In a Salesman's Life

Earlier this year Mitrais CEO David Magson made a sales trip to Perth where Mitrais has three 3 clients. David reports on the outcome of one particular day which he remembers for a coincidence, a smoky sales call and, hopefully a new client.



David Magson

“One of the objectives of the visit was to meet with an old friend who lives in Kalamunda, a small town in the hills about an hour south of Perth. My wife Elizabeth came along and we had a very pleasant lunch at the Kalamunda Pub. There were just a couple of other tables with guests. We then drove back to Perth where I had an appointment to meet the CEO of a software company I hoped would soon become a client. Elizabeth chose to wait on a bench in the park outside the prospect's office building.

In the lobby and I was told by the receptionist that the CEO was on the way. He soon arrived and fixed me with quizzical stare.

“Have you just come from Kalamunda,” he asked. He was one of the people from the next table at the Kalamunda Pub! We were still expressing amazement at the co-incidence of having lunch at the same country town an hour away, when the fire alarms went off.

Any thought that it was a false alarm was quickly dismissed by the thick black smoke billowing past the window. We evacuated the building to discover that it was the office next door on fire. We decided to continue our meeting in the park while the fire brigade dealt with the fire. Let's sit on the bench said the CEO, beckoning to where Elizabeth was sitting.” We joined her but not for long as the smoke drove us out of the park to nearby coffee shop.

Despite all this and ever the optimist it was, I thought, a successful meeting.

Sure enough a month later we were contacted the prospect's quality officer who wanted to discuss our new testing service. Great news!

Then we encountered the phenomenon that is the bane of a sales person's life – no response - silence. Time passed and some what I was frustrated about why interest had turned to silence.

Alas, the prospect's quality officer, riding his motor bike, had had argument with a large four wheel drive from which he came off second best.

Thankfully he is making a good recovery. And when I visit Perth again I'll be hoping for a sales call that is memorable for the reasons that excite any salesman – a prospect who asks 'so where do I sign?'

Business Knowledge Underpins Technical Skills

By the end of 2008, Mitrais vice president of software development Mike Page expects to oversee a staff of about 250 which will allow the company to deploy staff to large projects very quickly.

And, in doing so, he hopes to maintain a staff 'churn' rate of just 17 percent per annum, a figure which would be envied by outsourcing companies in other countries where rates can be as high as 70 percent.

Ranked by Microsoft among the top software organisations in Indonesia, Mitrais attributes its staff retention and accelerating growth to the emphasis on sound business issues, as much as to technical excellence. Mitrais anchors the capabilities of its software development staff on sound business practices, a fact highlighted in the company's graduate induction program and supported by its insistence on English language skills.

In 2006 Mitrais launched a trainee induction scheme, the objective of which is to teach young graduates the 'Mitrais way of doing things'. Before cutting one line of code, each graduate completes 560 hours of formal classroom training.



The Mitrais graduate induction program provides a strong foundation for ensuring staff can meet the growing demand for software development services

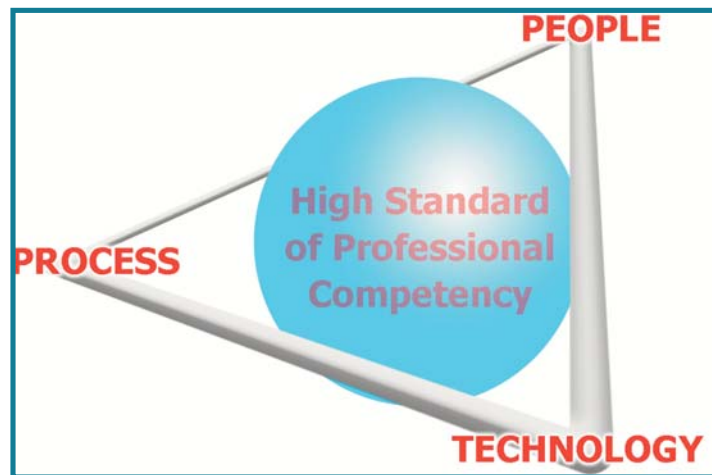
"These people are already great programmers. The 560 hours is all about process. They must understand the entire lifecycle of a project," Mr. Page says. "English language skills are also core to our business. It's a must have skill. I've actually rejected employing technically brilliant people because they did not have the English language skills," Mr. Page said.

Mitrais employs the services of the Indonesian Australian Language Foundation which rates someone's command of English on a scale of 1-10 in which 10 is the most skilled.

Every member of Mitrais staff, regardless of their position in the company, must achieve a minimum of 6 and must progress to be promoted.

Business Knowledge Underpins Technical Skills (Continues)

In addition to speaking English, the Mitrais software development staff is supported by a very structured competency review system explains Mr. Page, a 25 year veteran of the software development sector. Every software engineer must satisfy more than 40 defined



competencies. Each must meet a range of soft skills typically required for any position in the company, as well as software and hard technology skills. “We do an annual review which begins with a self-assessment against the 40 competencies. This is followed by a meeting with line managers to compare self-assessed and demonstrated skills. “The company also publishes expected levels of competencies for various levels of software engineers,” Mr. Page said. After many years of managing similar teams in Australia Mr. Page says “I have never seen a software development organisation which assesses technical and non-technical competencies so rigorously, extensively and objectively as Mitrais”. “We aim for an objective assessment and want people to determine their own strengths, weaknesses and career paths. I want to give software engineers the chance from day one to decide where they want to be,” he says.

About Mitrais

Mitrais was established in 2000 to develop excellence in software development using Indonesia as a base of operations. Its objective is to be a leading near shore provider to Australian software developers and a major force in the Indonesia domestic market. Mitrais is a Microsoft Gold Certified developer and also certified in SAP NetWeaver. In 2004 the company entered the health Industry, developing a proprietary hospital management information system which focuses on industrial medicine. In 2007 it took over PT Mincom Indoservices to extend its operations into mining solutions. With offices in Bali, Jakarta and Singapore, Mitrais has more than 80 clients and employs more than 300 staff. For further information visit www.mitrais.com