

PowerBuilder Support and Upgrade

Client: Long-Standing Automotive Client

Business Size: Corporation

Industry: Automotive

Country: UK

Technology: PowerBuilder 2019, SQL Server 2019, SSIS, SSRS

Objective: Support and Enhancement of a business-critical PowerBuilder application

The Brief

OCS Consulting was requested to upgrade the clients PowerBuilder applications to PowerBuilder 2019, migrate all reports from Crystal Reports to SSRS, and migrate its databases to SQL Server 2019.

Background

OCS Consulting has a long-standing relationship with the UK subsidiary of a global automotive client, providing support, maintenance and enhancements for their core business applications built using Java, .NET and PowerBuilder.

The client has been working with OCS for over a decade, relying on our expertise to support and modernise their systems. As part of this engagement, OCS was tasked with upgrading their systems from PowerBuilder 12.0 to 12.6 and later to PowerBuilder 2019R3. Alongside this, our team provided ongoing support and enhancements to ensure the applications remained efficient and aligned with evolving business requirements.

Methodology

The OCS team worked closely with the client to understand their business processes and technical challenges. By adopting a flexible and collaborative approach, we were able to support both development and upgrade work efforts, while accommodating the client's operational constraints. Our expertise in PowerBuilder and related technologies enabled us to deliver solutions that improved application performance and maintainability, ensuring the longevity of the client's investment.

Consultant Contribution

The consultants played a vital role in maintaining and modernising the client's core business systems. Key contributions included:

- Successfully upgraded the client's core application from PowerBuilder 12.0 to 12.6 and later to PowerBuilder 2019R3, ensuring continued compatibility and supportability.
- Developed and maintained SQL Server processes, including upgrading from SQL Server 2012 to SQL Server 2019, leveraging SSIS (SQL Server Integration Services) for data management and transformation.
- Provided enhancements to existing PowerBuilder applications to streamline business operations and improve efficiency.
- Supported, and managed Crystal Reports 2013, and then migrated all reports to SSRS (SQL Server Reporting Services). Ensuring the continued seamless generation of business-critical reports.
- Established a structured process for handling and recording live support issues raised by the business across a variety of functional areas.
- Documented pre-existing systems from a support and maintenance perspective to ensure smoother knowledge transfer and ongoing development.
- Ensured the client's team was equipped with the necessary skills and resources to manage and operate the upgraded systems effectively.

Challenges

As the application is Business critical, OCS had to ensure that maintenance and enhancements could continue to take place whilst the PowerBuilder and SQL Server upgrades were being progressed. This required careful management of the objects that were modified, to ensure the changes were incorporated in the upgraded version.