

## Request of the customer

As a multi-material and multi-product company, Armacell offers insulation products and solutions that create sustainable value for the customers. To help specifiers choose the correct insulation thickness of ArmaFlex products for use in refrigeration, heating, ventilation and air-conditioning as well as in plumbing applications, Armacell developed 'The Professional Insulation Thickness Calculator', a powerful technical calculation program with two versions for Asia and for EMEA/Americas. Armacell wants to merge both applications and develop an improved application "ArmaWin 3.0" for use on a global level. A business analysis was needed to describe the 'AS IS' and to define the requirements of the business.



## Approach

First step was together with the Project Manager and Product Owner defining the scope, the expectations and the stakeholders. Research on the product was needed to understand the complexity of the calculation, the calculation process and data in the existing calculator tools.

By interviewing the stakeholders it became clear which functionalities should remain in the renewed application, which functionalities should be added and where the constraints and bottlenecks are.

The 'AS IS' situation of the different regions provided by the stakeholders was clarified during various meetings: databases, interfaces with other applications, users & roles, security, functionalities, documentation. Each region has his own specifications to work with the calculator.

With a survey by the end-users, we could identify more strengths, analyze and optimize them to make the new tool future-proof.

Based on the current way of working, the information gathered by interviews and surveys the scope, the 'TO BE' process could be defined and documented:

- How the application should be built: the technical expectations.
- High level requirements for the new ArmaWin 3.0.
- How all data should be managed
- Interfaces with other applications to automate data flows
- Access & roles within the application
- Calculation process: steps, outcome, changes
- Documentation & reports

The entire list of functional and non-functional requirements was checked with the product owner and the stakeholders on MOSCOW principle and classified in phases.

## Deliverable

An RFP that Armacell can present to suppliers to develop their new application 'ArmaWin 3.0'. Due to the complexity of the calculations with all the associated parameters, it is important that the supplier has a clear picture and receives the right information to be able to make the best possible price offer for the project. Once the right supplier has been chosen, the RFP is a good basis for further elaborating the requirements before proceeding immediately to development.

**"Eiger North helped us in the start-up phase of the project: collect, discuss and analyze information and, above all document it."**

**The result was an RFP and a good start for our technical suppliers"**

*Andreas Kerm  
Corporate Application &  
Software Manager*