

## Cintas Corporation

### FAST FACTS

#### Company

Cintas Corporation designs, manufactures and implements corporate identity uniform programs, and provides additional products and services for approximately 700,000 businesses

#### Industry

Business Services

#### Partner

Pillar Technology Group

#### Geography

US

#### Challenges

- Business requests and growth outpacing IT capacity
- Reduce application time to market
- Ensure full Sarbanes-Oxley compliance

#### Solution

- Borland CaliberRM™
- Borland StarTeam
- Borland Together

#### Results

- Transformation of IT into a strategic asset
- Dramatically improved new development versus support ratio
- Achieved SOX compliance

### COMPANY

Headquartered in Cincinnati, Ohio, Cintas Corporation provides highly specialized services to businesses of all types throughout North America. Cintas designs, manufactures and implements corporate identity uniform programs, and provides entrance mats, restroom supplies, promotional products, first aid and safety products, fire protection services and document management services to approximately 700,000 businesses. Cintas is a publicly held company traded over the Nasdaq National Market under the symbol CTAS, and is a Nasdaq-100 company and component of the Standard & Poor's 500 Index. The Company has achieved 36 consecutive years of growth in sales and earnings, to date.

### CHALLENGES

Technology creates competitive advantage for growing companies of all sizes, across industries. For Cintas, impressive growth created heavy demands on its IT team to meet the needs of its business. In addition, the company's acquisition strategy resulted in peaks and valleys in demand for IT services. Cintas sought a solution that would help its IT team transform new project development into a strategic asset for the business.

#### Business requests and growth outpacing IT capacity

Like many fast-growing companies, Cintas was challenged by its own success. Business requests regarding new and existing applications were pouring in, outpacing its IT capacity to handle them. Growth had also created multiple application development platforms and tools. IT teams were further challenged by legacy technology and process constraints. In order to continue on its path to success, the company knew it would have to improve existing systems and use new development to create further advantages.

#### Reduce application time to market

The lack of convergence around data and systems across business units created the potential for application development slowdowns. This led to the need to reduce the time-to-market timeframe for new application development and changes to existing applications.

#### Ensure full Sarbanes-Oxley Compliance

The Sarbanes-Oxley Act of 2002 (SOX) requires organizations to improve accountability using documented financial policies and procedures, and faster financial reporting. In order to achieve the goals of its primary purpose, which is to restore investor confidence by strengthening corporate governance, Cintas would have to demonstrate documented processes that were efficient and repeatable.

### SOLUTION

To address these challenges, Cintas adopted J2EE™ and a Service-Oriented Architecture (SOA) as its standard to unify its disparate IT systems and establish standards for new IT development and legacy architecture migration. At the same time, Cintas chose Borland's application lifecycle management (ALM) products and the Pillar Technology Group's "Speed to Value" methodology to optimize its application development processes.

The Speed to Value methodology helps Cintas realize value from IT more rapidly, including getting functionality in front of the business faster and more often to minimize risk and to absorb the impact of inevitable change. The methodology also works to shorten development cycles by breaking them into weekly iterations with consistent production-ready code. This makes IT system changes agile with business changes.

Essential to the Speed to Value methodology at Cintas is the Borland ALM solution, which supports the application lifecycle process every step of the way. To manage requirements for all new and existing IT projects, Cintas team members rely on Borland CaliberRM.™ Those requirements are then linked to design artifacts in Borland Together.

Further enabling the management of lifecycle activities is Borland StarTeam, a comprehensive, secure and flexible platform that provides configuration management, change requests, and developer tasking capabilities. The dynamic combination of Borland's integrated solution enables test-driven development efforts, resulting in weekly production ready iterations.

## RESULTS

The Borland ALM solution has helped the Cintas IT team to be a more strategic partner for the business.

### Transformation of IT into a strategic asset

By implementing Borland's ALM solution and Pillar Technology Group's Speed to Value methodology, Cintas has been able to transform new IT project development into a strategic asset for the business. The Borland ALM solution has helped Cintas improve application quality, shorten development cycles for faster time-to-market, and scale the company's ability to work on multiple high-priority IT projects at once. For example, segregation of analysis and development work efforts are increasing project throughput and enabling project staffing augmentation.

### Dramatically improved new development versus support ratio

Borland's ALM products have helped dramatically improve the amount of time the Cintas team spends on new development projects versus supporting existing applications. As a result, developers now spend 75-80% of their time on valuable new development projects, while allocating 20-25% of their time supporting existing systems.

### Achieved SOX compliance

The Borland solution supports Cintas' Sarbanes-Oxley Act of 2002 compliance. With the help of the Borland solution, Cintas can demonstrate that its systems and processes are accurate, repeatable and documented.

---

Borland is the leading vendor of Open Application Lifecycle Management (ALM) solutions - open to customers' processes, tools and platforms - providing the flexibility to manage, measure and improve the software delivery process.