

The Challenge

Viewlocity has global operations - over 15 worldwide offices with over 3000 installations across the globe.

Viewlocity wanted to enhance its product development team, product features, support and launch new releases with an aggressive go-to market schedule.

However, the challenge was to make the support partner comprehend the complexity of the product with 4 million lines of code, proprietary language, a range of data formats, various architectures, supporting numerous protocols and platforms.

Viewlocity wanted to start offshore operations within a span of one month with the expectation to make global support operations live within 3 months. The size of the project was very large with multiple service offerings to its users. Viewlocity had the shortest turnaround expectations on the project and Goldstone.

The transition needed to be seamless and not felt by Viewlocity's user base.



Product Support and Maintenance

Viewlocity Amtrix™ / TSIB™ Support

The Customer

Viewlocity is a global provider of Supply Chain Event Management (SCEM) and application integration solutions. Viewlocity's Supply Web Applications allow companies to monitor their extended supply chains for events and exceptions that could impact their ability to fulfill customer orders, satisfy inventory needs, and manage shipping requirements.

Project Structure

Responsibilities

- ▶ End to End product support
 - ◆ First level and global customer support
 - ◆ Second level and global technology support
- ▶ Further developments on products
- ▶ Development of Migration tools and adapters

Dedicated offshore center

- ▶ 40+ software professionals
- ▶ Small onsite team in Europe and also US
- ▶ Dedicated server farm and multiple 256 kbps IPLC links
- ▶ Long-term commitment
- ▶ 24x 7 ability
 - ◆ Professionals available round the clock for all days
 - ◆ Very high levels of infrastructure uptime

Results

First Level support was live within 3 months

Second level support was up within 2 months after First level was achieved

Viewlocity has seen phenomenal cost savings and faster turnaround time

The Solution

To maintain Viewlocity satisfaction levels in a competitive scenario, a critical need for cost-effective and reliable support function was perceived as an imperative by Viewlocity. Goldstone met Viewlocity's requirements by providing the following:

- ▶ Putting together a team of highly qualified and experienced resources for quick turnaround
- ▶ Wide range of skill-sets
- ▶ Robust and complex knowledge transfer process as the source code was over 4 million lines of code
- ▶ Setting up infrastructure
 - Installation of various server platforms and environments
 - Global connectivity, voice and data links established
 - 24x7 uptime requirements

Technologies Involved

- ▶ Operating systems – HP-UX, Solaris, AIX, NT, OS/400
 - ▶ Databases – Oracle, Informix, SQL-Server, MS-Access, DB2
 - ▶ Formats – EDI, XML, HTML, IDOCS, DBF
 - ▶ Applications/Messaging – SAP, JDE, MSMQ, MQ-Series
 - ▶ Languages: Java, C++, Customer's proprietary 4GLs
 - ▶ Enterprise Applications: SAP, JD Edwards, Oracle, PeopleSoft
 - ▶ Others: Integration brokers, Lotus Notes
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