

Case Study

– Technical Support and Maintenance

Customer

The Client is one of the Top Five most influential Vendors in Information Technology, as ranked by Intelligent Enterprise Magazine in its “Intelligent Enterprise” Dozen list. The client, considered as the market leader in their space, offers industry’s leading Business Intelligence (BI) products for data integration, query, reporting, analysis and analytics.

Engagement

Chose Goldstone as their outsourcing partner to set up Dedicated Offshore Technical Support Center for the entire BI suite of products through e-mail, voice and web.

Background

The Client has more than 17,500 customers in more than 80 countries. Its clients include most of the Fortune 100 companies.

Backed by zeal to attain maximum Customer Satisfaction, the principal drivers for The Client to outsource their technical support on an offshore model were - assurance of improved service levels and reduced support costs. The Client is oriented towards attaining customer obsession through a high degree of quality and service.

The Client started with a detailed roadmap for selecting a vendor with an initial list of 17 companies. Goldstone was appointed as the preferred outsourcing partner after a scrupulous evaluation of the companies on more than a dozen parameters.

Project Structure

- ▶ Dedicated Technical Support Center
- ▶ Projected team strength of 50 in the first year supporting North Americas, Europe and Asia Pacific.
- ▶ Dedicated server farm, 2 Mbps IPLC links along with redundant multiple 1mbps lines for both voice and data.
- ▶ Technical support initiated by providing support to 3 Modules in US and Europe and then expanding globally and later adding other product lines in a phased manner.
- ▶ 100% Call Back Model.
- ▶ Customer reports through phone / web/ e-mail.

Responsibilities

- ▶ 24/ 7 support – Support professionals available round the clock for all days.
- ▶ 99 % of infrastructure uptime.

Technologies Involved

- ▶ Operating systems Unix/Windows.
- ▶ Databases Oracle, SQL-Server, DB2.
- ▶ Others: Appropriate Middleware to Support DB connectivity, Lotus Notes.



Critical Issues:

To maintain the customer satisfaction levels in a competitive scenario and to attain continuous growth, a critical need for cost-effective and reliable support function was perceived as an imperative by The Client. Outsourcing this effort to a qualified technology partner was determined as the most viable option. However, the challenge was to make the support partner comprehend the complexity of the product, proprietary language, a range of data formats, various architectures, supporting numerous protocols, platforms and most of the databases heard of, and the sheer size of the customer base numbering around 17500+ worldwide. The Client 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 the customer. The customer had shortest turnaround expectations on the project and Goldstone met or surpassed all of them by providing the following:

- ▶ Putting together a team of highly qualified and experienced resources for quick turnaround.
- ▶ Team with wide range of skill-sets. The Client's products work on multiple operating systems, and support multiple databases and interfaces with several third party products.
- ▶ Robust and complex knowledge transfer process, in line with the product complexity and functionality.
- ▶ State-of-the-art infrastructure with server farm, dedicated data and voice links.
- ▶ 24/7 availability of team.
- ▶ Effective transition plan so as not to impact the customer satisfaction levels.

Technologies Involved:

Database Server	OLAP Server	OLAP API	DATABASE (VERSION)
Oracle 8.1—9 I	Essbase Server 6.1	Essbase API 6.1 Patch 3a	ORACLE (7.1—9i)
IBM DB2/UDB 7.X	Express Server 6.3	Express SNAPI 6.3	MS SQL (7,2000)
MS SQL SERVER 2000	IBM DB2 OLAP SERVER 7.1	IBM DB2 OLAP API 7.1	/390 5.1,6.1,7.1;/400; Enterprise 5
Sybase adaptive server 12.X	MS SQL Server OLAP Services	Microsoft Data Access component 2.6	Sybase (11.5,11.9) / Sybase ASIQ 12.4
Informix Dynamic Server 2000 v 9.30	SAP BW v2.1c Server Patch 13	Microsoft Data Access Component BW 2.0b	Teradata
Teradata V2R4.1			Informix
			SAP BW
			Essbase
			RDB and Red Brick

Results:

- ▶ All SLAs have been met on or before time



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