

# Case Study

## – Product Support and Maintenance



### Customer

The Europe-based client offers a complete range of inter-application communication solutions, combining software packages with client services to provide Enterprise Application Integration solutions. The client's strong application integration suites are specifically designed to respond to projects in a way that is global as well as scalable and adaptable to the project level.

### Engagement

Outsourcing the Product development and Technical Support Center Operations.



### Background

The Customer has global operations - over 15 worldwide offices with over 3000 installations across the globe. The Customer wanted to enhance its product development team, product features, support and launch new releases with an aggressive go-to market schedule. The engagement had a simple beginning with expectations to provide few on-site resources to develop migration tools for their products. Goldstone exceeded customer's expectations on the level of commitment and quality of work delivered, resulting in the customer's decision to try out our offshore model. The customer was immensely satisfied with the progress and results and subsequently decided to outsource their entire development work and global support operations to Goldstone's offshore facility in India.

As a result the customer signed a long term agreement for providing offshore based, development and multi-level support operations with Goldstone.

### Project Structure

#### Dedicated offshore center

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

#### Responsibilities

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

## Critical Issues

To maintain the customer satisfaction levels in a competitive scenario, a critical need for cost-effective and reliable support function was perceived as an imperative by the customer. Outsourcing this effort to an appropriate technology partner was determined as the most viable option. 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 and which had 3000 installations worldwide.

The customer 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 them 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 capabilities
  - Global data links established
  - 24x7 uptime requirements
- ▶ The major challenge was that the processes and technology transition needed to be seamless and not felt by customer's user base.

## Results

- ▶ First Level support was live by 3 months
- ▶ Second level support was live by 2 months
- ▶ Customer has seen phenomenal cost savings and faster turnaround time

## 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



**Goldstone**

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