

Product Support and Maintenance

The Customer

A Global provider of Supply Chain Event Management (SCEM) and application integration solutions

The Challenge

With a rapid growth in the client's global customer base, there was a critical need for a cost-effective and reliable support function, which was imperative to retain customer satisfaction levels. Outsourcing this effort to an appropriate technology partner was determined as the most viable option. The complexity was to understand the product with 4 million lines of code, proprietary language, various data formats, supporting numerous protocols and platforms and across 3000 installations worldwide.

The Solution

Goldstone Technologies took up the task and set up a support and maintenance center, a call center, a technical center backed by strong communication links and a round-the-clock technical support team manned by skilled professionals who provide telephonic and email support to the client's installations worldwide. A smooth and seamless technology and skill transfer was accomplished from the client to Goldstone's offshore team using Goldstone's 'Four Phased Transfer Approach'.

The support operations were streamlined and various support levels were brought under one roof to enhance control, better quality support, and faster response time for the end customer's various products, ensuring smooth and efficient deliveries within the desired time frames.

A flexible and multi-layered support service was geared up for various levels according to the complexity of the reported bugs.