



XORiant END OF LIFE SUPPORT FOR MIDDLEWARE COMPANY CASE STUDY

CLIENT OVERVIEW

Our client is one of the world's leading enterprise software companies, which specializes in providing software and solutions in the areas of Middleware, SOA and BPM. Our client solutions cater to the entire information lifecycle - managing and protecting data, assuring the availability of applications and providing immediate real-time access to business-critical information in a distributed environment. Our client has a wide array of product suites for information protection and recovery, hierarchal storage management, automated availability, email, and content management purposes which are used by customers worldwide and across industries like Financial Services, Telecom, Energy, Health Sciences, Construction, and others.

KEY REQUIREMENTS

- To provide 24*7 Global customer support – Level 2 and Level 3 Technical support for customers from the US, far-east and Europe/Middle-east/Africa (EMEA) regions.
- To develop new portal infrastructure that will serve as personalized gateway to enhance delivery of all customer facing business services
- To develop an integrated system to automate the extraction and collation of information from disparate systems, since any manual handling increases the effort , time and scope for inaccuracies
- To sustain their older generation products still being used by some major clients

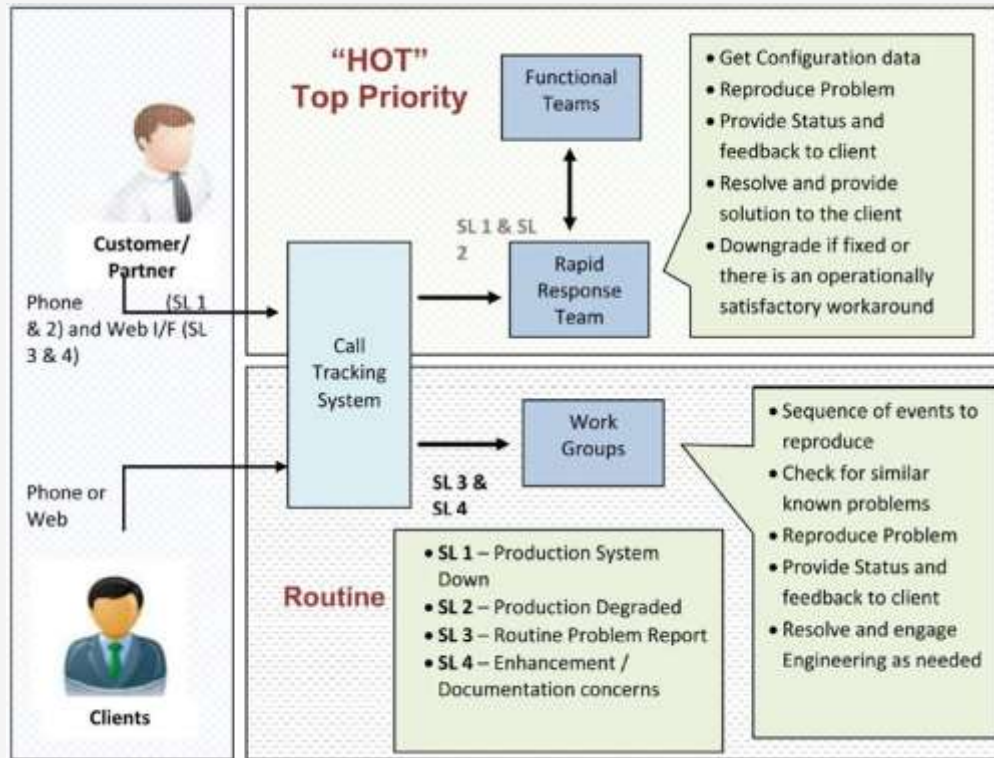
KEY CONTRIBUTIONS

- Rapid augmentation and training of technical and customer support staff from Xoriant's support resource pool experienced in supporting industry-standard software products.
- Effective knowledge assimilation, retention, upgrade and setup of knowledge dissemination infrastructure and processes
- Defining teams and processes to deal with different severity level tickets (SL1, SL2, SL3, SL4). Service Level Agreement (SLA) guidelines were defined based on the type of service contract with the end customers and the severity definitions as tabulated below.
- Addition of shadow resources to act as a hot swap mechanism in case of scheduled or unscheduled downtime of front end resources
- Incorporation, usage and continuous improvement of tools and processes for monitoring performance, measuring customer satisfaction and increasing productivity

KEY BENEFITS

- Our client was able to successfully bring down the overall support and sustaining engineering costs by building a supplementary team in India.
- The Far-East and EMEA customers were supported much more efficiently out of India because of the closeness to the time zone. This substantially increased the customer satisfaction rating by over 20%.
- Within a year of the engagement, Support Team had 98% of SLA compliance on low severity cases and 100% SLA compliance for high severity cases.
- Through our analysis, system design, implementation and integration efforts, the client was now able to garner information from various systems and help the end user interact online leading to higher customer satisfaction at lower cost of operation.
- Knowledge base was created documenting the critical issues and their resolution thereby resulting in quicker and efficient ticket closures with average resolution time decreasing by over 13%

HIGH LEVEL ARCHITECTURE



TECHNOLOGY STACK

- Operating Systems - Unix (HP, Solaris, Linux, AIX), Windows (NT/2000/XP)
- Programming Languages - C, C++, Java
- Middleware - ActiveX/COM, Messaging services (JMS, etc)
- Backend Databases - Oracle, MSSQL, Sybase
- Tools - Rational (Purify, Quantify), Siebel CRM, Perforce, Forte



About Xoriant:

Xoriant Corporation is a Product Development, Engineering and Consulting Services Company, serving technology startups as well as mid-size to large corporations. We offer a flexible blend of onsite, offsite and offshore services from our eight global delivery centers with over 2000 software professionals. Xoriant has deep client relationships spanning over 25 years with various clients ranging from startups to Fortune 100 companies.