



DERIVATIVES SUPPORT

CLIENT OVERVIEW

Our client's businesses encompass a broad range of financial services asset management, banking and consumer finance, credit and charge cards, insurance, investments, investment banking and trading and use diverse channels to make them available to consumer and corporate customers around the world. The group has a huge global presence including Asia Pacific, Middle East, Europe, America, Latin America, Mexico and Japan. Our client is largely organized into five business groups.

KEY REQUIREMENTS

- Support multiple applications that involves multiple teams
- Turn-around of high number of support requests at the initial stage. Target was to bring it down to a single digit within a very short timeframe
- Gain a thorough understanding of all the various applications involved in the Derivatives suite

KEY CONTRIBUTIONS

- Addressing all service requests
- Addressing customer communications, including periodic status updates and reports with key clients
- Provided Product Support (support levels 1 and 3) for numerous Derivatives products suites
- Xoriant has proved itself in its role for Derivatives support with its strong support staff of Business Analysts, domain experts and strong technical personnel
- Xoriant's support of these products initially began with a transition state of 2 months and later approached a steady state with lower cost and blended offsite/offshore delivery model
- Maintenance and Support Services at Xoriant provide the customer benefit of effective resource utilization and cost reduction

KEY BENEFITS

- Provided high quality 24x5 support for derivatives product with a team of 1 Onsite and four offshore personnel
- Provided continuous, high-quality support, with performance being continuously monitored against the SLA and through ongoing dialog with Derivatives management
- Addressed the dynamic nature of resource requirements (staff levels adjusted as required) in a cost-effective way
- Implemented support engineer training programs and staffing procedures to reduce the impact of turnover
- Used standard procedures used at The client by answering tickets raised by TP21,Command Center through Virtual tech tickets, EMA tickets
- Provided a quick turnaround time and efficient support management

TECHNOLOGY STACK

- Operating Systems - Unix Solaris, Windows NT/2000
- Programming Languages - C, C++, Java
- Middleware - TAP
- Backend Databases – Sybase, MS-Access
- Tools – Scanner, Centralized Autosys

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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.