Xoriant
Success Story

Rejuvenating Mature Products with Product Sustenance and Support for an Enterprise ISV

How Xoriant Product Sustenance Engineering realized 50% cost reduction, 30% increased customer retention and ensured 100% SLA compliance

The client, an established ISV, helps global enterprises and over 100M users solve their complex business challenges with mission-critical solutions. They enable digital business by providing a connected intelligence platform for any application or data sources; intelligently unifying data for greater access, trust, and control; and confidently predicting outcomes in real time and at scale.

Challenge

The client was pivoting towards adoption of cloud products but had a large customer base using old products with significant technical debt. There was a need for support & maintenance services for such customers who were unable to migrate to cloud.

Negative impact on customer experience causing frustration	Technical support across product suites, production and deployment	Critical support staff time was locked due to lack of tools to address customer issues

Solution

Xoriant built a dedicated technology center to provide global support and product sustenance services for multiple product lines backed by stringent SLAs and flexible engagement models.

Transitioned	**Supported**	**Managed**
Product knowledge through workshops and user interviews	24*7 L1-L3 support for sustaining end of life products	50+ end client integrations in US, Europe, and EMEA region

Maintained	**Provided**	**Empowered**
Business activity monitoring, system monitoring and patch management	Overall automation of order interaction from legacy systems to Oracle apps; custom development for premium customers	Customers to reduce dependency on support, enhancing product adoption and user satisfaction

Business Value

Achieved
50% increase in recurring annual savings from product sustenance support

Boosted
Customer retention by 30%, thereby reducing support calls by 35%

Upheld
100% SLA adherence through 10 years of high-quality support engagement

Technology Stack

Operating Systems: Unix (HP, Solaris, Linux, AIX), Windows (2008/2008 R2/7)
Programming Languages: C, C++, Java | **Middleware:** ActiveX/COM
Backend Databases: Oracle, MSSQL, Sybase | **Web Server:** Tomcat, WebSphere.
Tools: Rational (Purify, Quantify), CRM, Perforce, Forte, ActiveX/COM