



SUSTENANCE AND SUPPORT SERVICES

POWERED BY GENAI

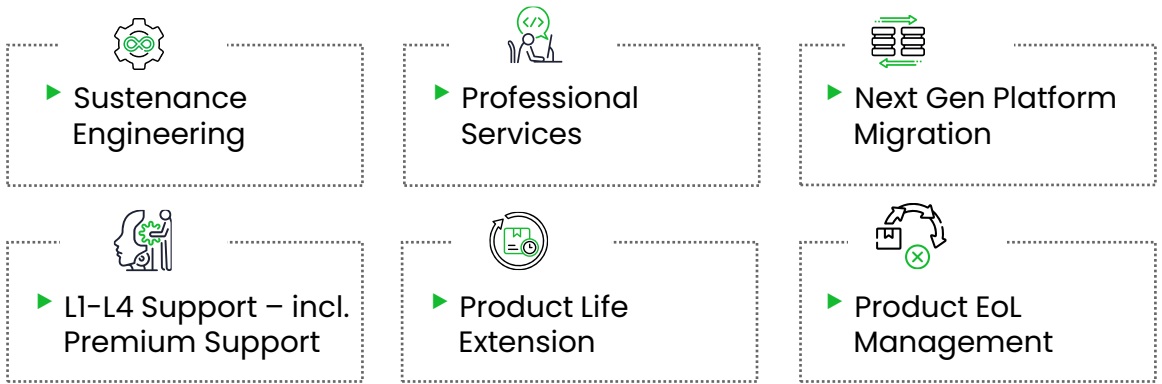
Why Sustenance & Support Service?

As legacy products near end of life– and companies pivot towards launching new products, 3 key business objectives become imperative:

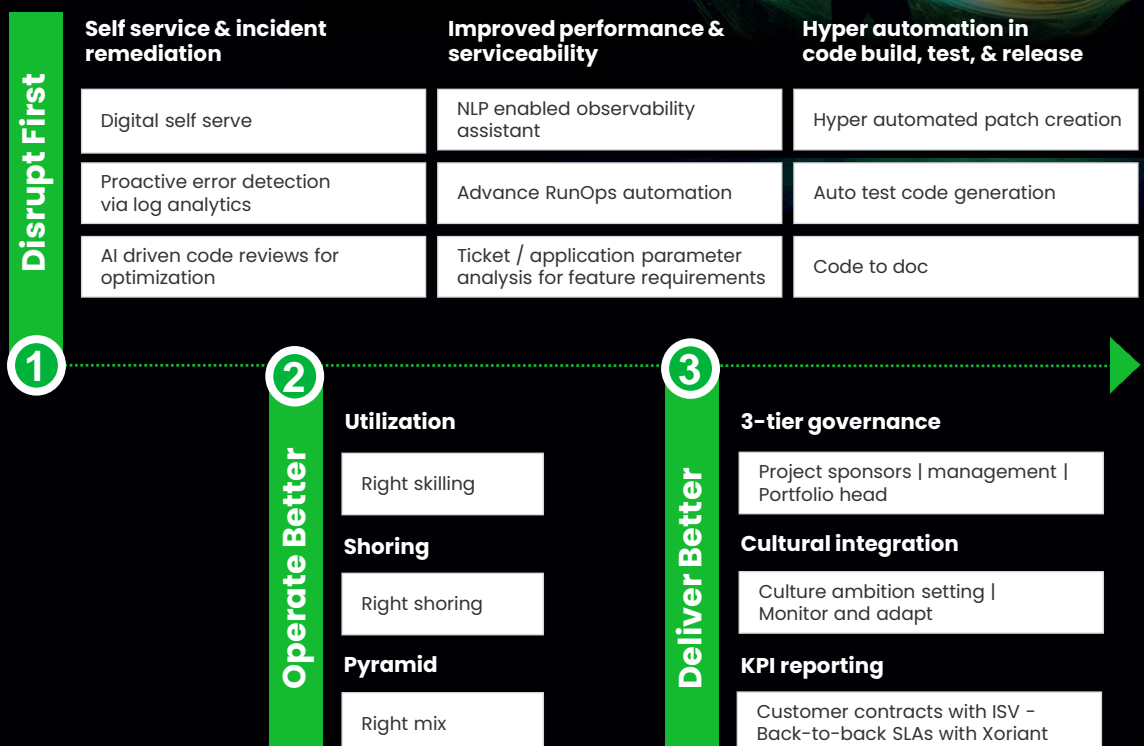
- ▶ Assure highest quality of service to customers
- ▶ Reduce engineering and management team’s bandwidth allocated to EoL products
- ▶ Optimize cost, to be able to divert cash to new development activities

Xoriant’s Sustenance and Support Offering

OFFERING OVERVIEW



GEN AI FIRST DELIVERY APPROACH



Rebadging & Outsourcing

How we deliver value

40-50% saving
over 3 years

Improved defect resolution cycle
by 30-40%

Improved serviceability
by 20-25%

Reduced technical debt
by ~30%

Our Success Stories

Sustenance support for leading global procurement software provider

Challenge

- ▶ **High rate of customer addition post merger**
faster than ability of internal engineering teams to fix bugs
- ▶ **Need to sustain existing cloud products** (hot patches/updates) while also adding new product features


Scope of Work

Sustenance support for 3 cloud products
Contract Management, Core requisition, Buying and invoicing

Xoriant Solution

- ▶ Successfully **transferred product knowledge** and streamlined engineering process through industrialized transition model
- ▶ **~110 FTE team onboarded in India** to provide end to end sustenance and feature enhancements;
- ▶ Invested **in core team of functional & technical experts** working closely with client architects
- ▶ Strong **governance model**

Results



Reduced **lead time** for feature delivery



CSAT improvement from 4.0 to 4.5




Average **defect resolution time** reduced by ~40%

WHY XORARIANT?




Scale disruptors within product engineering space



GenAI first modern delivery model -for delivery optimization & continuous efficiencies



Assured value delivery- KPIs aligned to customer SLAs; additional commitment on cost savings



Industrialized playbook for transition management -To manage transitions in record timelines



Unique Financial Constructs- Outcome based EoL support; Risk-reward sharing models; Co-investment to help your customers migrate to new products; Upfront asset transition with front loaded savings

About Xoriant

Xoriant is a Silicon Valley-headquartered digital product engineering, software development, and technology services firm with offices in the USA, UK, Ireland, Mexico, Canada and Asia. From startups to the Fortune 100, we deliver innovative solutions, accelerating time to market and ensuring our clients' competitiveness in industries like BFSI, High Tech, Healthcare, Manufacturing and Retail. Across all our technology focus areas-digital product engineering, DevOps, cloud, infrastructure, and security, big data and analytics, data engineering, management and governance -every solution we develop benefits from our product engineering pedigree. It also includes successful methodologies, framework components, and accelerators for rapidly solving important client challenges. For 30 years and counting, we have taken great pride in our long-lasting, deep relationships with our clients.