



XORANT TIBCO CASE STUDY

CLIENT OVERVIEW

TIBCO, the leading EAI company, wanted to outsource support for crucial product suites to provide stable, cost-effective customer support and sustaining engineering. Xoriant had demonstrated its capacity to provide quality services through various engagements with the TIBCO Engineering, Support and Professional Services Group business units. As a proven support vendor, Xoriant was a natural choice for TIBCO. Xoriant is a TIBCO Alliance Partner with extensive experience in building business solutions using TIBCO enterprise application products.

KEY REQUIREMENTS

- The project required rapid augmentation of technical and customer support staff for a set of industry-standard products used pervasively by financial and manufacturing companies
- Industry-leading clients rely on these mission critical products to operate their worldwide manufacturing or financial transactional facilities on a 24x7x365 basis. Disruptions of even the briefest duration could result in the loss of millions of dollars

KEY CONTRIBUTIONS

- Responding to all service requests, whether generated internally or externally
- Manage all customer communications, including periodic status updates with key clients
- Onsite/offsite consultancy to TIBCO clients on product migration paths
- All sustaining engineering, including product build and release management
- Implement product training for key clients as well as for internal use
- Xoriant provides Sustaining Engineering and Product Support (support levels 2 and 3) for TIBCO's ETK and ETX products suites. Xoriant's support of these products initially began onsite at TIBCO facilities and later transitioned into a lower cost, blended offsite/offshore delivery model.

KEY BENEFITS

- The Xoriant global support helps TIBCO to enable its customers to migrate to newer versions seamlessly
- Worldwide support powers TIBCO's global sales and service promise
- Xoriant works directly at TIBCO client sites to establish support and service
- Blended offsite/offshore delivery lowers TCO for TIBCO clients
- Xoriant's multi-environment expertise helps in seamless customer-support



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.