



# XORANT STORAGE MANAGEMENT TESTING AND TECHNICAL SUPPORT

## CLIENT OVERVIEW

Xoriant's client is a large global storage management company with development centers, laboratories and sales offices all over the world. Our client's customer-facing technical operations units help the sales effort as well as customer implementation efforts for their storage management products. With the continuing proliferation of storage area network (SAN) and network attached storage (NAS) on the one hand; server and virtualization technologies on the other hand; combined with other storage-oriented software products such as databases, email systems, enterprise class business solutions and document/content management solutions, our client was facing an increasing demand to conceive, plan

## KEY REQUIREMENTS

- Our client was looking for a partner who would help plan and execute various activities of this technical operations lab by creating an offsite facility and bringing in the right expertise for the appropriate requirements
- our client was looking for dual-shore solutions provided by a vendor who not only had the technical and domain expertise, but who could also provide near 24x7 support from the US as well as India (in a totally orthogonal time zone)

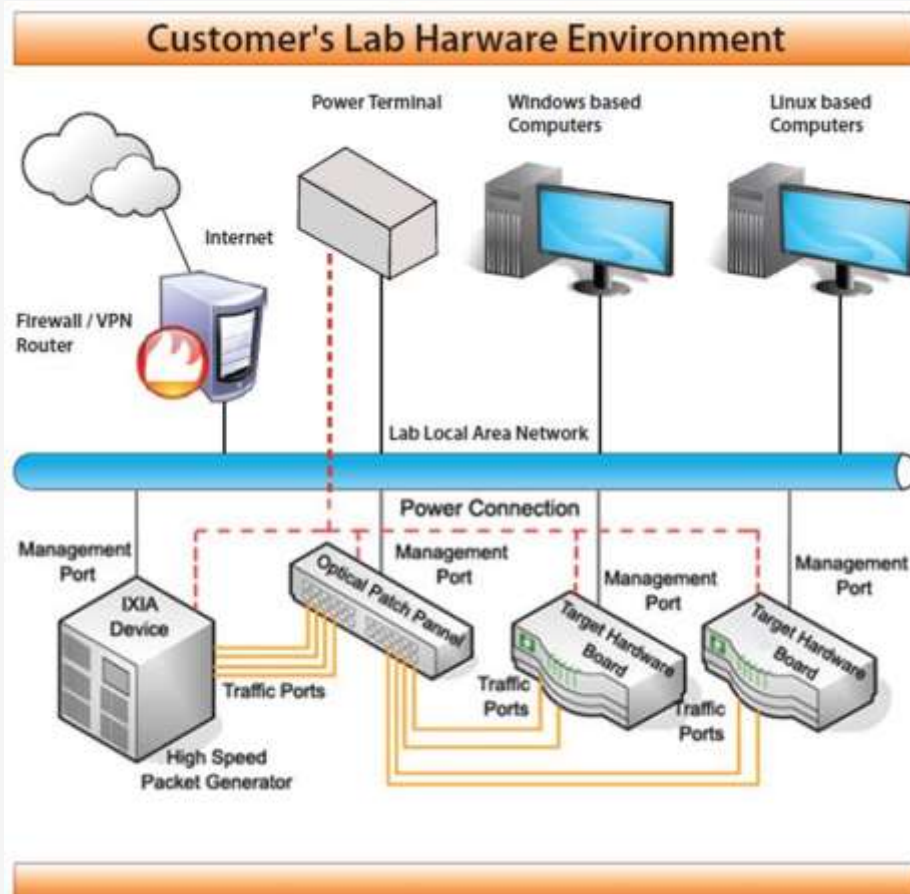
## KEY CONTRIBUTIONS

- Our client's Technical Operations organization oversees the Enterprise Lab functions to ensure that their storage is compatible with a wide range of heterogeneous products and consistently reflects the client's high standards for quality.
- Xoriant has been working with the US location of this client from 2004. After establishing our partnership in the US operations, we established a dedicated center in India for our Client in 2007

## KEY BENEFITS

- Ability to deliver several more certified configurations in given time as compared to competition, with reduced overall cost of operation
- Clearing of all Interoperability Lab pending backlog test requests and get current on sales/customer requests.
- Ability to enhance Interoperability Lab's scope of operation with availability of additional manpower doing innovative projects
- Ability to measure and tune the performance of standalone client products as well as that of sales situation specific configuration, thus helping the sales cycles.
- Round the clock operation helps faster turnaround for Proof of Concept Demos for our client's prospects/customers.
- Ability for the sales teams to show quick and sales situation specific demos to their prospects/customers, substantially increasing the chances of success.

# HIGH LEVEL ARCHITECTURE





## CLIENT APPRECIATION



Senior VP Technical Operations – “With storage management business on the upswing, technical the operations labs were becoming a limiting factor in our sales success. With timely and flexible assistance from Xoriant, we were able to significantly increase our technical sales support bandwidth and respond to many more customer situations, thus supporting our sales force in increasingly complex sales situations. This model is going to be a precursor to our future collaborative sales support efforts.”



### 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.