



# Application Support & Maintenance

## CASE STUDY

### Client

The client is a leading Telecom equipment manufacturer with significant operations in the US. The US entity provides networking solutions to its' Enterprise customers.

### Problem Statement

The client wanted to reduce their annual support & maintenance spend, for a portfolio of 40 applications, by 30% to 35%. The client also wanted to improve compliance to SLAs, stability and availability of the applications.

### Challenge

- ➔ The applications were built using a diverse set of technologies - Java/Linux/Oracle stack, C#/.NET/IIS/SQL Server, Linux/Apache/MySQL/PHP
- ➔ There was little or no documentation available for the applications; some of the critical people who originally developed the applications were no longer with the client
- ➔ The user base was spread across multiple locations in the US; 8 applications required 24\*7 support, 12 applications required 16\*5 support and the rest required 8\*5 support
- ➔ 1500 tickets per annum (15% Severity 1, 20% Severity 2, 30% Severity 3, 35% Severity 4)

### Our Solution Strategy

- ➔ Transition the portfolio with no interruption to service levels
- ➔ Leverage IT People's global delivery model with the right shoring mix to reduce support & maintenance spend and deliver cost savings to the customer
- ➔ Create proper documentation about the applications, support & maintenance processes to improve knowledge retention and increase productivity of the team
- ➔ Implement mechanisms to improve stability and availability of the applications thus reducing the ticket volumes & severity levels

## Our Solution Details

- ➔ We used our transition data analysis framework to determine the order of transition without any interruption to service levels
- ➔ Our transition methodology ensured that important documents such as SMTD (System Maintenance Technical Document), EPD (Execution Process Document) are created during transition thus removing dependency on select few individuals who have knowledge of the applications
- ➔ We executed the engagement in Onsite/Offshore model (started with 35% - 65% and by end of year 3 achieved 20% - 80% onsite-offshore mix) thus delivering cost savings to the client

## IT People Value Add

- ➔ We have conducted daily service review calls to provide clear visibility to key stakeholders about Severity 1, Severity 2 incidents
- ➔ We have conducted weekly, monthly and quarterly governance meetings to identify risks early on and mitigate them
- ➔ We have created cookbooks and template based incident resolution workflows that helped increase the productivity of support & maintenance team
- ➔ On an ongoing basis, we have implemented Service Improvement and Process Improvement plans to increase the efficiency of support & maintenance activities

## Business Impact

- ➔ We have delivered a total cost saving of 35% over a period of 3 years; these savings were utilized by the client for Transformation initiatives
- ➔ We have reduced total number of tickets to 1200 per annum over a period of 3 years (i.e. 20% reduction in tickets volume)
- ➔ We have reduced the number of Severity 1 & Severity 2 tickets by 50% by end of 3 years
- ➔ Reduced the number of open incidents progressively and ensured adherence to SLAs improved
- ➔ Achieved 97%+ compliance for Severity 1, Severity 2 SLAs

**FOR MORE INFORMATION**

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