

Client: Leading provider of advanced contact management services
Location: UK

Client Description

The client is a leading provider of advanced contact management services through its UK network of 7 contact centres and has around 3000 clients in both the private and public sectors. Its achievements have been recognized by rankings in a number of prestigious awards.

Business Need

In order to stay ahead of its competition, the client wanted to enhance its core application. These enhancements would be specific to certain areas / modules of the system a step at a time. The client was looking for a vendor with an offshore development model in order to:

- Accelerate new version releases
- Gain operational efficiencies and cost-effectiveness
- Gain access to technical skills for incorporating technology advancements into its products

The client was also looking for a process-oriented CMMi Level 5 company, which would help streamline efficiencies within its own development environment. Over a period of time, the client was also looking for support for their legacy product, as retaining knowledge on this product was becoming an issue.

Solution Offered

Blue Star Infotech (BSI) approached the situation with a view of:

- Reducing time-to-market and development costs using the CMMi Level 5 process oriented approach
- Building a pool of product engineers over a period of time, which the customer could leverage for either new product development or support

BSI provided the customer with a model that was based on maximizing offshore to the possible extent. Some key aspects of this model were:

- For the knowledge transfer and planning phases, BSI deployed its core team to the customer site for a very brief period
- A customized knowledge transfer methodology was developed in order to ensure complete knowledge transfer within the shortest period and at least cost

- While the knowledge transfer phase was in progress, BSI started building the development team offshore with the required technical skills. This enabled the knowledge transition phase to be quickly concluded.

As a consequence of the above, the customer was able to enhance the existing product and at the same time create a Core Team at offshore having the required product knowledge. Over a period of time, the extent of activities handled by the offshore team scaled up and moved onto new product development.

TECHNOLOGY

- Windows 2000/ 2003/ XP
- C#, VB.NET, VB
- HTML/DHTML, XML/XSLT
- Web Services Extensions
- MS SQL Server 2000

Benefits to the Client

- The offshore team was ramped up in half the planned period. This enabled the client to start leveraging earlier than expected
- The product knowledge was shared and retained within a larger team thereby addressing the client problem of lack of product knowledge retention
- By leveraging time-zone differences, critical support requests were turned around quicker through a relay development mechanism
- Using BSI's Technology Cell, the client was able to use Web Services for integration with end-customer systems.

For more information about Blue Star Infotech:

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