

Case Study

Industry: IT & ITES



Client

A leading IT services and solutions provider headquartered in the US, with offices in UK, Japan, Germany and India. They also have four state-of-the-art development centers in India that leverage a cost-effective delivery mechanism and a wide talent pool catering to a client base consisting of Fortune 500 companies.

Executive Summary

The customer wanted to build an operations management system to be able to bring a complete control over all the operational activities which included Sales management, Project Management and Resource Management.

Technology

- + ASP.NET
- + C#.NET
- + Infragistics
- + N-Tier Architecture
- + SQL Server 2000
- + DTS Package

Solution

- + The application developed served as a platform allowing any module to be plugged in by extending the core design.
- + An independent component was designed with an open ended architecture; where in each module is capable of either working independently or be integrated with the parent platform.
- + A three stage extensive unit testing strategy was adopted for the component independently and for the application as a whole.
- + Fortnightly component integration schedule

Challenges

- + Critical data migration from multiple systems
- + Ensuring the dynamic workflow is not compromised for each of the departments
- + Coordination between multiple teams working from different locations on different modules
- + Stringent deadlines

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Business Impacts

- + Comprehensive and staged functioning of all operational activities.
- + Productivity benchmarking to plug loopholes.
- + Predictive planning of everyday activities.

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