



CSS provides lifecycle support solutions for a complete product platform of a leading enterprise management solutions vendor

In Brief

Industry

IT Products

Geography

Global

Revenue

USD 1.58 billion

Customer Size

6,000 employees

Challenges

- ▶ Avoid fatal errors and integration bugs
- ▶ Aggressive release times with a relatively complex product engineering framework
- ▶ Diverse product range that required quick integration into client's emerging platform
- ▶ Effective technical support for the products

Solution

CSS provided lifecycle support services for the client by taking complete ownership of 6 products.

Benefits

- ▶ Dedicated Offshore development and testing centres
- ▶ Dedicated competence center sharing knowledge across group companies
- ▶ Improved customer satisfaction
- ▶ Unified program management helped the client save 40% in operational costs

The Client

The client is a leading global provider of enterprise management solutions that empower companies to automate their IT and align it to the needs of the business. Delivering Business Service Management, the client's solutions span enterprise systems, applications, databases and service management. With revenue of approximately \$1.58 billion, the client is focused on serving the Global 2000 companies who are confronted with the task of managing a highly complex, heterogeneous and decentralized IT environment in a world that is constantly changing around them. Approximately 95 percent of the Forbes Global 100 and more than 80 percent of Fortune 500 companies rely on the client's solutions.

Challenge: Reduce total cost of Ownership (TCO) and enhance product quality

The client pursued an aggressive acquisition strategy to add significant capabilities to their product portfolio. The resulting product range required quick and effective integration. The need for cost reduction became paramount for the client, due to multiple acquisitions. The client wanted to decrease their expense in product maintenance and have a centralized access of IT. To concentrate more on designing the future product platform, they looked for an experienced and competent partner, who would be able to provide technical support, test for functionality, fix defects, and sustenance engineering.

Solution: Product ownership for 6 product lines providing end-to-end lifecycle support services

CSS provided a set of solutions that provided comprehensive lifecycle support solutions which included development, testing and technical support.

Technical Support

The engagement kick started offshore where CSS provided technical support to the client. The technical team quickly ramped up and knowledge transfer was done through telephone and emails successfully. To improve the overall effectiveness of the support solution, CSS used world class knowledge management practices and framework that continuously analyzed customer response for

Comprehensive lifecycle support solutions

designing improvements in product releases. Levels 1, 2 and 3 of support were provided to the gold, silver, and bronze category customers. CSS manages almost 100% APAC support and 90% EMEA support volume for 3 specific product lines. Proper documentation of each issue helped to build a strong knowledge base for the technical support.

SLA Parameters	Goal	6 months later	Current
Initial Response Time (S4-24hrs through S1-30min)	90%	100%	100%
Escalation	<5%	3%	2%
CSAT	4 on 5	4.1 on 5	4.3
Call Volume	50%	62%	75%
Resolution Time	2.0days	1.0days	1.2days

Functional Testing

Overwhelmed by the world class technical support and increased customer satisfaction, the client insisted CSS to test the functionality of the product. The test environment at the client's place consisted of 21 different hardware platforms and more than 50 variations in operating systems. CSS established an automation framework and automated test cases providing 100% test coverage. The quality assurance processes implemented by CSS helped to detect more than 6000 defects (of which 1600 were P1) across 500 builds. CSS developed more than 80 test plans and 5000 test cases to successfully execute more than 20 major and minor releases over a period of three years. All scripts, including the source, were delivered to the client. CSS analyzed the impact of maintaining automated test scripts long-term and so presented a script maintenance strategy, with a clear focus on reducing the script maintenance effort, to the client.

Key metrics for major release of the project	
Overall testing efficiency	99.09%
Test case execution coverage (%)	99.04%
Test case requirement coverage (%)	93.76%
Overall effort variance	08.06%
Overall schedule variance	00.00%

Sustenance Engineering

As the relationship grew and trust increased, the client offered CSS product development. CSS took charge of the product updates and developed modules and scripts. Agile methodology was adopted for development and maintenance. CSS' dedicated ODC manages Product and Sustenance Engineering and contributes to over 3 millions lines of code for development and maintenance. CSS has fixed over 1100 critical maintenance fixes (urgent & high priority defects) complying the average turn-around time of 24 hours for critical maintenance defects. The requests for enhancements (RFE) are tracked and after completion the enhanced product is released as a new version. Customer escalations are handled by the development engineers directly, which includes hotfixes, test fixes and integration of related products. Now, CSS has taken the complete ownership of the product including product release.

No. of Builds released	321
No. of Product releases	10+3
No. of Bugs fixed	L/M/H: 560/1880 /1600
No. of modules owned	4
Maintenance	All products under maintenance now

Benefits: Enhanced product quality

For over 5 years CSS has been providing integrated product lifecycle services including product development, testing and tech support for a complete product platform. Multiple development teams worked on various modules of the product in different time zones. This helped the client leverage the time difference to manage overnight builds, simultaneously improving productivity. They also eliminated test infrastructure costs by utilizing offshore test lab. An eighty member onsite-offshore team has taken complete ownership of 6 major product modules of the client's 'Change and Configuration Management' suite.

Today the client enjoys 40% reduction in program management costs, and has established themselves as a leader in the fast growing Data Center Automation landscape.

Saved product costs of \$1.4 million

Summary

The client is a leading global provider of enterprise management solutions. They partnered with CSS to provide technical support, test for functionality, fix defects, and handle requests for enhancements.

CSS provided lifecycle support solutions which included development, testing and technical support.

As a result, the client saved 40% of their operating costs and could concentrate more on designing the future product platform.

About CSS

CSS is a leading provider of high-quality infrastructure management and technology support services. Using a proven and cost-effective global delivery model, CSS manages technology, infrastructure, platforms and applications for Fortune 2000 companies, and provides 24x7 support solutions for leading enterprise and consumer technology vendors. CSS employs close to 5,000 employees and has offices in North America, Europe and Asia, including world-class offshore delivery centers in India. Headquartered in San Jose, CA, the company is backed by leading financial institutions including Goldman Sachs and Sierra Ventures.

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