

Maintenance of promotion management system

The Client

The customer is a leading international communications and network company.

The Challenge

The customer required an outsourced solution for the maintenance and enhancements of four promotion management systems, a smooth transition plan that would minimize risk on these mission critical systems and staff to train in newer technologies that would enable them to participate in the development of a new promotions management System.

The Solution

Using our established application maintenance and enhancement methodology, the application maintenance was completely transferred to our teams from customer teams. From that point forward our teams assumed all responsibilities for the ongoing maintenance of the system. The team identified several enhancements to the system that were implemented leading to increased customer satisfaction, system performance and reliability.

The Benefits

The customer largely benefited from the established application management methodology, which reduced cost and provided other tactical benefits of outsourcing.

The Technology