



Global Software Delivery Model Case Study: Application Support Solutions

PROJECT DETAILS

- Client:** A Major USA Health Care Insurance Carrier
- Vertical:** Health Care Insurance
- Technologies:** ASP.Net, SQL Server
- Solution:** IOTAP Support Solutions for Microsoft ISV Partners One of our ISV customers had sold its product to a fortune 500 insurance company. The fortune 500 company had stringent uptime requirements and needed enterprise level support on 24/7 basis.
- Highlights:** 24/7 Support.
Cost effective support



Tridion



Sharepoint



Endeca



DNN



MS Dynamics

IOTAP worked together with the ISV and offered a 'follow the sun' support model

BUSINESS SCENERIO

One of our ISV customers had sold its product to a fortune 500 insurance company. The fortune 500 company had stringent uptime requirements and needed enterprise level support on 24/7 basis.

Here are the problems faced by the customer.

- ▶ 24/7 support was extremely cost prohibitive
- ▶ The support was however a mandate put forward by the customer
- ▶ The customer had a low-fixed budget to meet the support requirements

SOLUTION

IOTAP worked together with the ISV and offered a 'follow the sun' support model, which solved all of the three challenges.

IOTAP trained its engineers on the following:

- ▶ Customer Application Technolog
- ▶ Customer Support Ticketing System
- ▶ Escalation Procedure

Follow the Sun Support Model

- ▶ Normal US Business Hours (8:00am - 5:00pm PST)
- ▶ IOTAP offices in India supported the rest of the 16 hours using two different shifts
- ▶ Customer reached IOTAP/Globenet via a single US Toll Free (1-800) number which was routed between the offices
- ▶ IOTAP upper management were escalation officers during off hours

BENEFITS

The IOTAP/ISV support solution has already helped Customer meet the support requirements.

Customer expects the impact of the support solution will help meet the applications stringent uptime requirements

Key benefits for the customer include the following:

- ▶ Cost effective support solution
- ▶ 24/7 Support which can support the application globally using a single support process

24/7 Support which can support the application globally using a single support process

IOTAP solution met the stringent uptime requirements of Fortune 500 company

About IOTAP

- ▶ Business Since - March 2004
- ▶ Provides Offshore & Onsite Software Development & Support Services
- ▶ Based out of Mumbai & Chennai India
- ▶ Microsoft Gold Partner
- ▶ Microsoft Silverlight Partner
- ▶ STPI Certified Facility
- ▶ Co-Founded By Oracle & IBM Alumni



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Microsoft Visual Studio .net

Microsoft Office SharePoint Server 2007

Microsoft Silverlight

Microsoft Office

Microsoft SQL Server 2008

Reporting Services
Analysis Services

Microsoft .net

Microsoft BizTalk Server

LLBLGen Pro

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salesforce.com
System On Demand

ONYX

Microsoft Dynamics

NETSUITE
ONE SYSTEM. NO LIMITS.