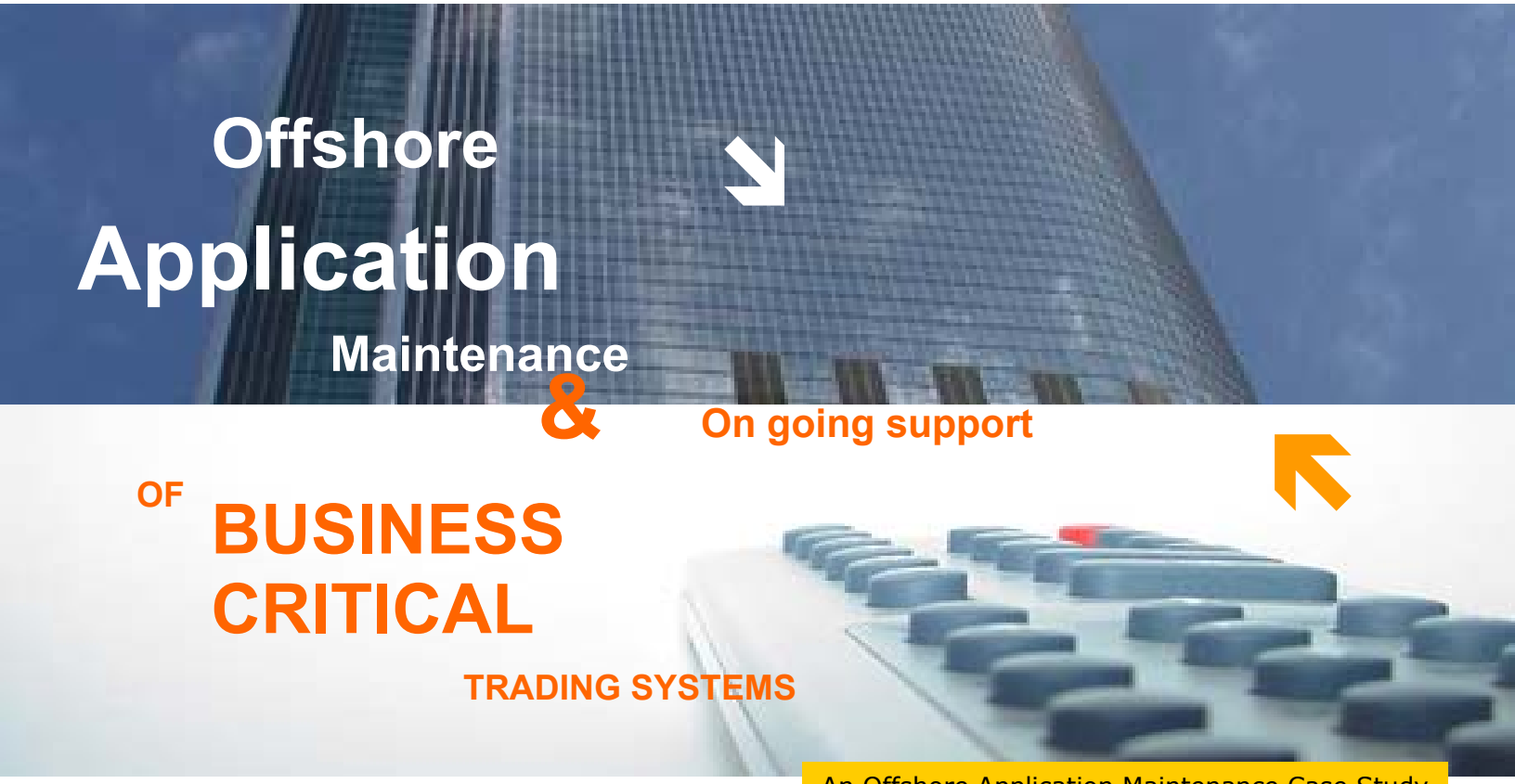

Offshore Application Maintenance & On going support OF BUSINESS CRITICAL TRADING SYSTEMS

An Offshore Application Maintenance Case Study

Project Brief:

Project:	Offshore Application Maintenance
Client:	A leading trading company.
Industry:	Coffee and Cocoa Trade
Service:	Application Maintenance
Technologies:	J2EE, Linux. Oracle 10g
Platform:	J2EE
Scope:	SLA (Service Level Agreement) based Remote application maintenance and on going support

Key Advantages:

Movement from full onshore model to Offshore/Remote application maintenance model

Onshore like facilities and services at offshore price

Dedicated virtual extension of customer's software facilities

The Client

Our client is a USA based software solution provider company, that provides collaborative trade, workflow and risk management solutions to coffee and cocoa trade participants in global markets.

They offer fully integrated solutions that provide electronic procurement solution with the ability to hold public and private purchase or sales, improved trade and risk management, real time inter / intra company collaboration capabilities with the help of their three integrated solutions i.e.

1. **Trade Connect (TC)**,
2. **Trade Lifecycle Management (TLM)** and
3. **Inter Commercial Markets (ICM)**

The Business Challenge

These J2EE based applications were completely maintained and supported at customer's onshore facilities. In the process our client felt the need of cost minimization and process improvement. In this scenario, Binary Semantics was invited with a cost-effective solution and model.

The Solution

Binary proposed the cost effective offshore development center (ODC) model and leveraging its application development and maintenance (ADM) expertise prepared an outsourcing plan. Which divided the complete project into four main measurable phases for faster project roll out and visible results:

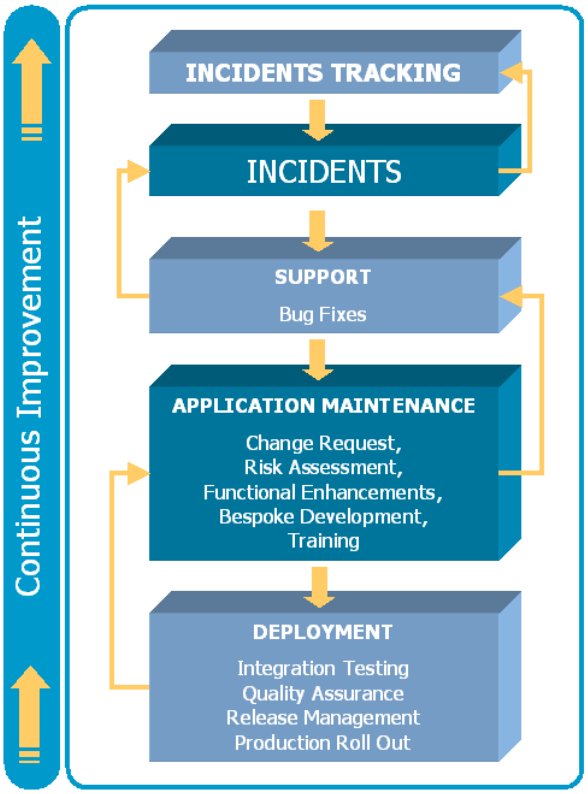

Fig 1: application maintenance methodology

1. **Knowledge transfer phase**: The objective of this phase was to understand the applications' functionalities, identify critical problem areas and collect relevant data. This was the most important phase as it laid the base of the complete project.

2. **Execution plan phase:** Based on the collected information and service level agreement (SLA) an execution plan and methodology was devised. Onshore and offshore communication model was designed and key resources were allocated with well-drafted responsibilities metrics.

3. **ODC establishment phase:** Simultaneously, Binary set up the complete infrastructure including allocation of office space, human and network resource in Gurgaon, India.

4. **Sustenance phase:** The ODC team in full operational mode is providing maintenance and support services as per our application maintenance methodology as shown in *Fig 1*. The services are continuously measured against SLA.

Apart from meeting these guidelines Binary's team continuously work on process improvement and cost reduction.

The Benefits

Our application maintenance services enabled our client to shed its entire burden and concentrate on its core business. Some of the key outlined benefits of the services are as follows:

- Dedicated offshore facility
- Real-time tracking, analysis and bug fixing
- Cost effective maintenance and bespoke enhancements
- Seamless communication and data link

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