

CASE STUDY:

ONSITE-OFFSHORE DEVELOPMENT



SCENARIO

A nationwide provider of vertically-integrated toll systems was looking for a vendor to manage the development, post-development and defect-resolution needs of their automated product suite. This product is used to manage back and mid office operations for several toll systems, including account management, customer service, violation processing and technical services.

The client was working within the bounds of flat budgets while incurring significant cost overruns. And while the project had staff, mismatches between resources and the skills required to execute the project resulted in high mid-flight attrition. Given the nature of the client's business model, defects in billing functionality were challenging compliance and contractual covenants with various state governments.

TECHNOLOGY UTILIZED

- JAVA
- Oracle Backend
- Weblogic Middleware
- JMS Middleware

THE SOLUTION IN ACTION

XTGlobal developed an optimized onsite-offshore hybrid model to deliver defect fixes based on priority. In tandem, a detailed governance model was crafted to oversee engagement management, as well as coordination with client resources to ensure fixes. XTGlobal was tasked with resolving defects of levels 2-4, adhering to strict client SLAs throughout.



XTGlobal also worked closely with client-side developers to successfully upgrade the product to a new version, and assisted with the corresponding client migration, in addition to addressing ongoing defect-resolution of the legacy systems.

By bringing to the table strong employee retention, senior experience and tenured personnel, XTGlobal has since struck a long-term relationship with the client while consistently delivering quality services.



THE RESULTS

>98%

DEFECT REMOVAL, EXCEEDING CLIENT SERVICE LEVEL AGREEMENTS

50%

PRODUCTIVITY INCREASE OVER EXISTING TESTING OPERATIONS

30%

ESTIMATED COST SAVINGS FROM A REDUCTION IN REWORK AND TIMELY PROJECT COMPLETION