



## Leading HealthCare Data Provider, USA - client support

### Client Overview

The Client is the World's leading Market Research & Data Analytics company for the Life Sciences & Pharmaceutical industry.

### Solution & Engagement Model

- Customer Consulting teams need to provide up to date reports customized as per the requirements of its clients on a periodic basis. This involves deep knowledge of customer data that the Pharma Industry uses regularly
- Hexaware's rich experience in competitive intelligence applications using BI helped the client meet its weekly and monthly SLAs. Hexaware's team produced a variety of reports using a Reporting Factory Model

### Technologies

- Reporting : Business objects, Informatica, SSIS and SSRS
- Databases –SQL Server 2000/2005
- Other Technologies – Microsoft .net, ASP and Microsoft office
- Source Systems – Market Data collected from various suppliers

### Statistics

- Team Size : 30 member team
- Onsite / Offshore ratio: 20:80
- Multiple spread across Americas & EMEA
- Turn around times of less than a day in certain cases

### Business Benefits

- Decrease in total cost of delivery by leveraging the onsite-offshore model for application management
- Increase in throughput of service requests on a monthly basis leading to faster turn-around time for new user requirements
- Ability & flexibility to increase & decrease the team size as required to suit the demands from the customers
- 24\*7 support across the globe