



Application Support and Maintenance of HR applications for a diversified public Canadian communications and media company

About The Client

A diversified public Canadian communications and media company. It operates particularly in the field of wireless communications, cable television, telephone, and Internet connectivity with significant additional telecommunications and mass media assets.

Business Needs

The client was looking for an Offshore based partner to help their IT needs so they can

- Focus on their core business (HR)
- Have cost efficient Application Maintenance
- Maintain High Quality of Services
- Have round the clock (24X 7) support for PeopleSoft HRMS

Business Benefits

- Reduced IT Spend
- Increased Quality of Deliverables
- Streamlined and Harmonized Processes
- Reduction of operational efforts through possible automations
- Introduction of automated test scripts helped in enhanced iterative and integration tests, thus reducing test cycle-time
- Smooth Transition & better customer service
- Fast and flexible operations
- Access to best technological resources
- Transfer of operating risks
- Gain outside expertise

Challenges

- Applications were running on unsupported platforms. Performed Re-hosting of applications to supported platforms along with ASM take over
- Transition from Client's SMEs in hostile environment
- Acquisitions/mergers during the course of the transition
- Highly customized applications
- Non-availability of supporting documents (KADs)

Solution

To set up an Offshore Development Center (ODC) to provide the following services in an optimum cost.

- Production Support
- Development
- Quality Assurance

Technology

- PS HRMS and Canadian Payroll, Oracle on Unix

Value Proposition

- 35% reduction in bug outs (Compared to previous year)
- Automations worth 6,650\$/year were delivered as CVAs past year.
- No SLA breaches in past few years

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