

Application Management Services for SharePoint Applications



Industry

Telecom; Mobile Telephony

Overview

Enterprises today are dealing with a vast number of complex applications and are challenged to make the most of their IT investments.

Application Management Services is the strategic method of outsourcing the provision of services for applications & support to derive greater operational efficiency, optimized IT and business processes delivering higher ROI.

Unifying the User Experience for Europe's Leading Mobile Equipment Provider



Client

A global innovator in the communications, audio & gaming space. With a strong Smartphone & Tablet portfolio, it delivers the best-in-class technology, premium content & easy connectivity to both consumer & professional markets.

Business needs

The client was looking for Application Management Services that would help them support / build easy access to departments such as Product development, Sales, IT & HR. To address diverse needs of all departments and to improve organizational efficiency, the client was looking for a partner who had following established functions:

- Functional Support
- Expert Support Function [ESF]
- Technical Support
- Configuration Management
- Service Validation & Testing

Challenges

- Better management of its brand portfolio
- Address issues related to SharePoint applications
- Infuse better quality [in functions & technologies] & faster turnaround of customer or user requests
- To streamline & standardize processes across all applications

Datamatics' Solution

The Application Management was organized through multiple teams - Functional Support [FS] which was the 1st line, Expert Support Function [ESF] acted as 2nd line & Configuration Management [CM], Technical Support [TS] and Service Validation & Testing formed the 3rd line.

- Analysis, troubleshooting and co-ordination of incidents and execution of Service Requests according to agreed upon Service Request Catalogue.
- Develop enhancements as needed for various applications after agreement with Production Manager.
- Develop test plan and execution of test cases

Datamatics' Advantage

- Global Information Technology (IT) & Business Process Management (BPM) organization taking you forward on your route to Digital Transformation
- Trusted partner to several Fortune 500 companies globally
- Capabilities built around technology, domain expertise & knowledge of business processes
- Alliances with global technology leaders such as Microsoft, IBM & EMC²
- More than 7,500 employees globally
- Certified for SEI CMMI Level 4 V1.3, ISO 27001:2013 & ISO 9001:2008
- SSAE 16 compliant processes
- Global presence: U.S., UK, Australia, Dubai & India

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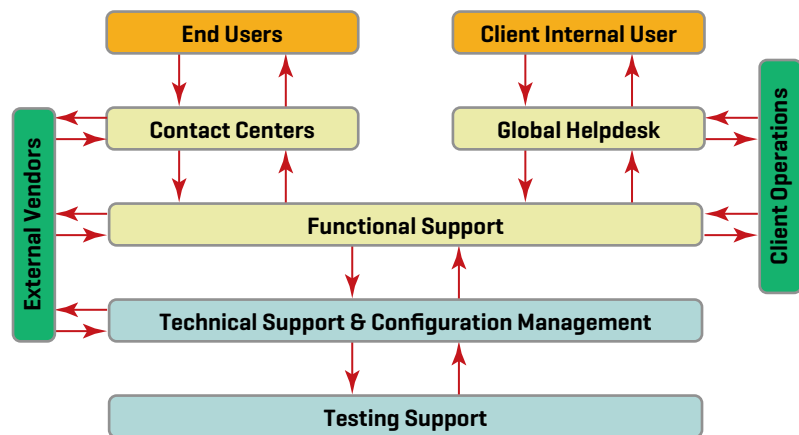
Approach

A team comprising of Application Manager, Technical Architect and Functional Analysts visited the onsite facilities and studied the business needs and processes/applications in scope. The team then analyzed, understood and documented the business needs and processes. Once the processes were reviewed and approved by the customer representatives, the onsite team transitioned the requirements and processes to the offshore team. The offshore team with its MOSS 2007 training and expertise understood the technical, configuration and administration considerations of the Client's SharePoint applications.

Benefits

- Unified the customer experience to provide for consistent & relevant information across the organization.
- Experienced a very high application availability (>99%) as Datamatics ensured timely action was taken to prevent/minimize any downtime.
- On-call support for critical applications positively impacted the client's revenues & brand experience
- Empowered with latest web technologies with a pool of available talented resources to support the project in future
- Proactive monitoring of application post major releases to ensure application stability
- Considerably boosted their ROI

Process



Result

The solution enabled our client to significantly improve its user experience while reducing operational costs and maximizing its Return on investment (ROI) of SharePoint.

Through better management of its portfolio of brands and enhanced collaboration, our client experienced an 8% boost in productivity. The process allowed them to react more quickly to resolve any user impediments and respond in a better way to market opportunities & threats.