

Abstract

The client is a Top 3 Credit Card Issuer in the UK having more than 4.5 million customers. The parent US Company is a Fortune 500 company and has more than 45 million customers worldwide. The company had applications running on a various platforms and a few applications department were facing predicaments were encountering problems regarding bug fixing. The operations and support department were facing predicaments regarding the same as they were affecting financial aspects as well an impact in its brand value. With KPIT Cummins they were able to fix more than 50 applications and thus minimizing the risk in financial aspects as well as retaining as a one of the best brands.

Challenges

- To understand the system
- To pin point and know exactly where the problem was encountered
- Bug fixing or developing the applications with new business goals

Improved brand image due to intelligent bug fixing

Solution

KPIT Cummins identified a few key areas which needed bug fixing and lateral shifting to a new application, in case the need be. There were also specifications from the client in providing standard application fixing. With the subject matter experts from the client and analysts from Kook place offshore. The rationale for the KPIT Cummins, there was coherence in fixing bugs. Most of the development took place offshore. The rationale for the applications was domain specific knowledge and the norms which the client was following.

Value

- Reduced the number of bugs in various applications.
- Improved in conveying the same to the customers which enhanced brand image
- Financial loss which was an offshoot of the various problems in the system was prevented
- End user switched to the applications with ease

Methodologies

- Domain knowledge transfer
 - From the client
 - From KPIT Cummins
- Business requirement analysis
- Coding
- Testing
- System integration
- Implementation
- Warranty

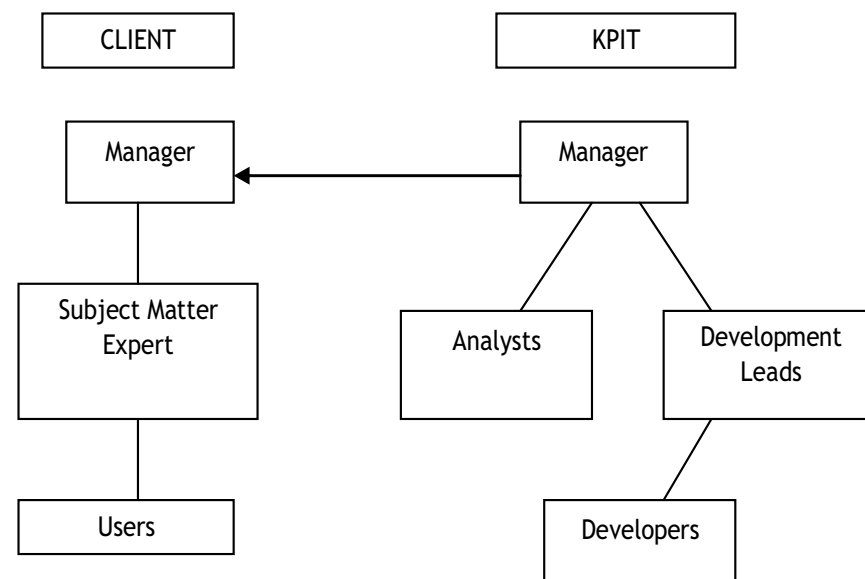
Tools & Technology mix

- Mainframes
- Java, VB, Oracle
- Ab-initio

Engagement Structure

Engagement duration: 6 Months

Number employed : 20



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