

## Tools & Technology mix

- Visual Basic
- SQL Server
- Java
- Oracle, MS-Access (MTN) or Sybase

## Value

- Prepared complete documentation on applications being supported.
- Reduction in number of Production issues due to improved quality of deliverables.
- Besides High priority issues, cleared backlog of medium & low priority production issues
- Long pending enhancements to applications could now be prioritized

## Customer Quot

*By making effective use of KPIT Cummins' on-site & offshore model we achieved cost savings of more than 40% in the first year & delivered solutions 25% faster.*

### KPIT Cummins DFS Contact

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## Caselet AMS:

### Abstract :

The client, a Top European Investment bank, headquartered in Germany, and presence in most countries, was looking for a partner for application development and production support.

## Reduction of Application Support Costs by 1 Million Euros in less than a year

### Challenges

- Achieve cost reduction
- Application take-over with minimum business interruption
- Understanding all business functions from Operations personnel
- Understanding the inter-relation between all applications
- Heavy person dependency for support

### Solutions

By offering the dual advantage of rapid scalability in skilled resource and cost benefits of off-shoring, KPIT Cummins was able to quickly demonstrate benefits for the client. The overall solution was architected with

- Team built based on skills required to take-over the applications
- Acquiring Application knowledge from business users
- Documenting all knowledge gained
- Planning primary & secondary persons responsible for each application
- Understanding processes to be followed during Production Support
- Preparing development & support life cycle processes that will be followed
- SLA based monitoring using Performance Score Card