

# Application Maintenance and Support for Legacy MRO Application

## Business Situation

We would like to highlight two clients that took advantage of our application maintenance and support services for their MRO applications. Our initial client is a U.S.-based carrier that serves more than 750 cities in 120 countries across six continents, with annual revenues in excess of \$10 billion. The second is a leading U.S. airline that operates both domestic and international route networks, serving more than 200 destinations flying over three continents.

## Challenge

Both clients were operating large and critical mainframe-based MRO applications for managing all maintenance and engineering information, trouble-shooting and record keeping, including vital material support of stores and purchasing functions across 45-plus maintenance bases throughout the world. In addition, both clients were dealing with the following issues:

- High software development costs and legacy application maintenance.
- Unavailability of resources with application-specific skills for major enhancements.
- Increased turnaround time for critical business issues.

## Solution

To address the challenges of these clients, we began delivering application value management services to both clients, which included application maintenance, major and minor enhancements and production support services. Among the highlights:

- An IBM mainframe-based application consisting of more than 800 online and 7,000 batch modules.
- More than 10 years engagement with the first client and more than three years with the second.
- More than 150 person years of support.
- Peak team size: 25. Average team size: 15.

## Results

- Lower cost of development and maintenance activities.
- Availability of experienced resources for ongoing maintenance, as well as major enhancements.
- Improved application support by leveraging 24x7 global delivery.



## About Cognizant

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## Start Today

For more information on how to drive your business results with Cognizant, contact us at [inquiry@cognizant.com](mailto:inquiry@cognizant.com) or visit our website at [www.cognizant.com](http://www.cognizant.com).



### World Headquarters

500 Frank W. Burr Blvd.  
Teaneck, NJ 07666 USA  
Phone: +1 201 801 0233  
Fax: +1 201 801 0243  
Toll Free: +1 888 937 3277  
Email: [inquiry@cognizant.com](mailto:inquiry@cognizant.com)

### European Headquarters

Haymarket House  
28-29 Haymarket  
London SW1Y 4SP UK  
Phone: +44 (0) 20 7321 4888  
Fax: +44 (0) 20 7321 4890  
Email: [infouk@cognizant.com](mailto:infouk@cognizant.com)

### India Operations Headquarters

#5/535, Old Mahabalipuram Road  
Okkiyam Pettai, Thoraiipakkam  
Chennai, 600 096 India  
Phone: +91 (0) 44 4209 6000  
Fax: +91 (0) 44 4209 6060  
Email: [inquiryindia@cognizant.com](mailto:inquiryindia@cognizant.com)