



Setting Up Process and Continuous Improvement

Business Situation

Customized business applications can create competitive advantage, but they can also present daunting challenges when it comes to upgrading. This is particularly true for large global companies whose applications are integrated with their enterprise systems and serve many business units.

This was the case for one of our clients, a global oilfield provider of engineered services and products, primarily to the offshore oil and gas industry, with a focus on deepwater applications. Our client's product portfolio primarily consists of engineered-to-order products, and over the years, it has customized its Enovia MatrixOne product lifecycle management (PLM) application to meet its business requirements and integrate the system into its overall suite of enterprise applications.

With a growing number of business units across geographies, the customized Enovia application had reached a point where an upgrade to the latest available version required a significant effort in terms of both time and resources, therefore diminishing the expected ROI from the application. The customizations also led to a loss of confidence among the user and management communities.

The oilfield services provider partnered with us to upgrade from its existing Enovia Version 10.6

to Enovia V6R2009x, an improvised solution addressing growing business needs. With the client's user base of over 1,875 users and an Enovia solution deployed across business departments, we understood the criticality of a successful upgrade. The client made the decision to transition from an incumbent vendor and partner with us for end-to-end PLM services.

Challenges

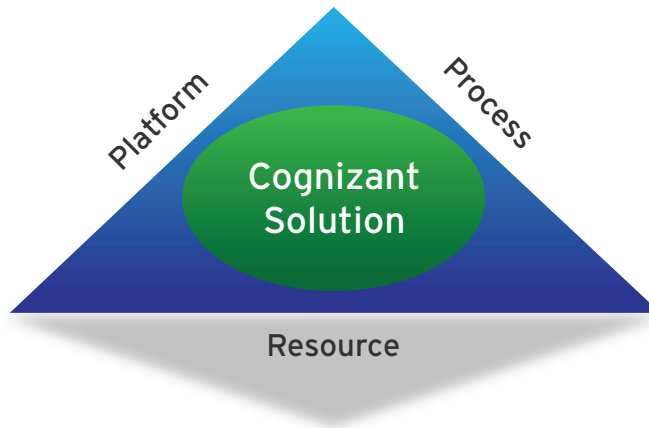
There were several challenges associated with this initiative. For one, there was a short transition timeline from the incumbent vendor. On top of that, there was no defined process for development, testing and production support, as well as no defined configuration management process for managing the build. Also lacking was the necessary documentation to understand the heavily customized application. We also needed to develop defined quality and performance metrics and introduce the concept of a global delivery model to the client.

Solution

Our team carefully assessed the client's situation and designed a solution to address its platform, process and resource issues.

The Enovia 10.6 application was heavily customized, and while these customizations addressed the ad hoc needs of the business, the changes were not documented.





We successfully overcame this challenge by incorporating the following steps:

- Performed an in-depth analysis of the existing system to identify all the customizations.
- Reverse-engineered the application to acquire a more detailed understanding of existing system functionality.
- Prepared detailed, process-oriented documentation related to the old application, containing information about the entire application.

Following this, we identified process gaps and deployed Cognizant 2.0, our global knowledge and project management system. We developed a PLM upgrade strategy and defined a short- and long-term IT roadmap for all systems impacting the various functional areas of the enterprise.

Additionally, we revamped the client's development, testing and production processes by introducing configuration management tools, such as Tortoise Sub Version Control and the Bugzilla bug-tracking tool, to name a few. A new timesheet process helped to categorize resource and module inputs, which created a basis for managing metrics and enabled real-time visibility into policy adherence. Lastly, we used Cognizant 2.0 to manage escalations and service level agreements.

We assembled a team that was technically astute and business-aware, using the following steps:

- On-boarded the best resources from the incumbent vendor to aid in the transition.
- Identified the right set of on-site and global resources.

- Assembled a network and hardware team, which worked meticulously in areas such as system allocation, domain and server configuration, installation of VPN Client and other software, all within a demanding timeframe.
- Set up an effective environment in terms of location and configuration that contributed to the success of the project.

Benefits

Our client has enjoyed many benefits as a result of our partnership:

- The implementation and maintenance of its PLM system has been simplified, and the client has attained an overall 20% reduction in time for new implementation. Three new business units have implemented Enovia as the system of record for their product data and to manage engineering changes.
- Our client has also attained a 40% reduction in service requests (enhancement requests, data change requests and issues) with the Enovia system, following our engagement and the Enovia implementation.

As for the Enovia application itself, the client now has fully customizable modules that combine best-of-breed global industry practices with the ability to satisfy local customer needs. The system also has a flexible architecture for easy functional upgrades and scalability. The Enovia application now helps the client align its business requirements with a process-oriented strategy, enabling the organization to respond more quickly to the needs of the business, leading to higher quality systems solutions.

About Cognizant's Man-Log Practice

Our Manufacturing and Logistics Practice has dedicated industry specialists and technology experts who continually track and analyze manufacturing industry trends to deliver quality solutions to clients. We have worked with several organizations to define IT roadmaps that improve supply chain visibility and allow customers to strengthen product development processes. Our practice is committed to leveraging its domain expertise to provide business-aligned IT solutions from conceptualization through implementation and maintenance.

At a time when companies are relentlessly pushing to compete better, move faster and fight harder, Cognizant is the global technology partner with a single-minded passion: Dedicating our systems expertise, industry intelligence and global resources to make your business stronger.

For more information on how to drive your business results with Cognizant, contact us at inquiry@cognizant.com or visit our Web site at <http://www.cognizant.com>.

About Cognizant

Cognizant (NASDAQ: CTSH) is a leading provider of information technology, consulting, and business process outsourcing services, dedicated to helping the world's leading companies build stronger businesses. Headquartered in Teaneck, New Jersey (U.S.), Cognizant combines a passion for client satisfaction, technology innovation, deep industry and business process expertise, and a global, collaborative workforce that embodies the future of work. With over 50 delivery centers worldwide and approximately 111,000 employees as of March 31, 2011, Cognizant is a member of the NASDAQ-100, the S&P 500, the Forbes Global 2000, and the Fortune 500 and is ranked among the top performing and fastest growing companies in the world.

Visit us online at www.cognizant.com for more information.



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

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

India Operations Headquarters

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