



Transforming a Telecom Service Provider's Test Environment for Maximum Responsiveness and Efficiency

Business Situation

Developing a next-generation CRM system requires next-generation test environment management support (TEMS). That was what one large international telecom service provider required to equip several European offices for competitive success.

Having worked with us on previous service support initiatives, the company recognized our proven expertise in Siebel CRM technology. Its then current Siebel environment presented challenges, and the client needed a number of updated applications and a quick deployment. The company turned to us for help.

Challenge

Our client's scope of work challenged us to focus on:

- Reducing manual processes through standardization/automation.
- Extending support coverage.
- Ensuring high availability of development/testing environments.
- Providing seamless coordination among developers, testers and vendors/partners.
- Effectively managing emergency requests during off business hours, including critical patching, package deployment, hot fixes, etc.

Our client services team responded with an end-to-end solution that supported development,

testing and environment management services, with minimum disruption to daily business activities in a rapid and robust fashion by following best practices for change management.

Solution

Working closely with our client's IT services department, we implemented a TEMS transformation roadmap by applying a combination of consulting and managed services, from initial portfolio analysis and planning to ongoing operational support. A real-time project dashboard was provided to support day-to-day tracking of project milestones and metrics, while an integrated delivery model synthesized the efforts of multiple project teams. In total, our transformation roadmap addressed the following:

- Environment monitoring and management (hardware, networking, systems software and applications).
- Infrastructure monitoring (servers, databases, mainframes, etc.).
- Service request management (issue resolution and coordination).
- Release management (systematic updates, terminations and reports).
- New environment setup (service on-boarding and built-out).

Within three months, we had transferred the knowledge base to the appropriate infrastructure,

transitioned core process responsibilities to virtual locations and began optimizing operations in real-time, with help-desk support available around-the-clock.

Extended coverage supported all phases of installation and deployment, including configuration, migration and troubleshooting through environment management. In addition, we created multiple user tools and scripts to automate the process, reducing manual intervention and process errors. Using a single point-of-contact for all requirements and queries, our TEMS engagement effectively addressed our client's key business challenges and delivered a solution that far exceeded expectations.

Benefits

The cost benefit of implementing our TEMS transformation roadmap provided our client a value greater than expected on several counts.

- Health check automation reduced manual efforts by 70%.
- Siebel Diagnostic Tool reduced incident tickets by nearly 20%.
- ADM Framework improved efficiency and error handling by 40%.
- Application server installation reduced manual efforts by 50%.
- Extended support coverage provided:
 - 24x7 environment management.

Start Today

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.

Tools and Technologies

- Siebel 8.x
- Informatica Power Center
- Oracle App Server
- Oracle Business Intelligence
- Glassfish App Server
- Oracle Fusion Middleware & MQ Series
- IBM AIX 6.1 / Sun Solaris
- SJS Portal Server & Directory Server
- SVN 1.4 administration
- Fuzzy Server

Our "tools agnostic" framework allowed us to leverage the client's existing assets, lowering its total cost of ownership in a final solution.

- 13x5 installation, deployment, configuration, migration and troubleshooting assistance.
- 16x5 test and development environment support.

Providing excellent team leadership, clear documentation and proven, step-by-step process mapping, our team helped this telecommunications service provider accelerate its payback, reduce service interruptions and improve quality of service in a next-generation CRM roll-out achieved in record time.

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 or follow us on Twitter: Cognizant.



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