



## Agile, Efficient Applications Management

How we partnered with a multinational technology company to manage a key global application, delivering quality and productivity goals.

A global technology company needed a new, more efficient approach to managing its Agile Project Lifecycle Management (PLM) application.

The Oracle-based application is essential to tracking and managing the development lifecycle of its entire product portfolio - one of the most comprehensive in its space. But the cost of supporting this application was steadily increasing, and the company needed to find a more cost-effective approach. At the same time, the company recognized that Agile PLM could be better managed, with stronger documentation and better service-level agreements. The company engaged us to take full responsibility for the application.

Cognizant has been working with the company for more than a decade, and as a strategic partner we provide development, testing and maintenance for a number of company applications, as well as custom engineering support for the company's video engineering business unit.

### AT A GLANCE

A leading technology company needed a new approach to managing one of its key global applications. We took full responsibility for application management, delivering improved service at a lower cost.

#### Outcomes:

The managed services agreement continues but has already delivered operational and financial benefits including:

- Total effort reduction of 158 hours per month.
- 100 percent service level agreement (SLA) adherence.
- Mean time to resolve (MTTR) an incident goals met.
- Delivered improvements and innovations valued at more than \$1.5 million.
- Savings and cost benefits of \$84,000 per quarter.

After a three-month transition, we became the sole service provider for the Agile PLM application and its more than 75 associated applications. We leveraged off-shore resources while building an Oracle-proficient team led by experienced managers with expertise in Agile PLM and business integration. We also established a transformation office responsible for process innovation and continuous improvement, and a support team responsible for quality assurance.

The result is application support as a managed service, in which we are delivering improved support and service at a lower cost. With our engineering expertise, we will upgrade the company's custom engineering services. The partnership will also free up capital resources and leadership capacity, allowing the company to focus on other business priorities.

Our first step was to establish an offshore development center in India to handle development and testing. Once the center was staffed, we started a three-month knowledge transfer with the company's home office in the U.S. It was essential at that point to build software documentation for the more than 75 applications we would be managing.

At the same time, we implemented several initiatives to reduce risk and improve productivity. We established a transformation office responsible

for process innovation, as well as functional and technical reviews. A dedicated transition leader with proven expertise in managed services delivery was assigned to manage the transition from beginning to end.

To drive quality and productivity, we utilized Six Sigma for key processes. Also valuable was cross-training across practice areas, to ensure the highest level of service.

With these activities completed, we "reversed" the knowledge transfer, educating the U.S. team on the new operating model and collaborating on change management where needed.

The transition was completed in about six months, with measurable results almost immediately. We met all service level agreements with a total effort reduction of 158 hours per month. System availability is now at 99.95 percent, surpassing the client's expectations.

We delivered improvements and innovations worth more than \$1.5 million. And savings and cost benefits now equal \$84,000 per quarter.

For more information: <https://www.cognizant.com/communications-media-technology>.

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## ABOUT COGNIZANT

Cognizant (Nasdaq-100: CTSI) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 195 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at [www.cognizant.com](http://www.cognizant.com) or follow us [@Cognizant](https://twitter.com/Cognizant).



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