

Case Study: Technology

Project Lifecycle Management (PLM) Helps Improve Service at a Lower Cost

We partnered with a multinational technology company to manage a key global application that delivers on 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 services in the industry. However, the cost of supporting this application was steadily increasing so the company needed to find a more cost-effective approach. At the same time, the company recognized that their Agile PLM could be managed better with stronger documentation and service-level agreements (SLA). The company partnered with Cognizant 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. We also provide custom engineering support for the company's video engineering business unit.

At a glance

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

Outcomes

The service-level agreements (SLA) continue today, but have already delivered operational and financial benefits:

- Reduced level of effort by 158 hours per month
- Adhered to 100% of service-level agreements (SLA)
- Achieved goals for mean time to resolve (MTTR) an incident
- Delivered improvements and innovations valued at more than \$1.5 million

After a three-month transition, we became the sole service provider for the Agile PLM application and more than 75 of its associated applications. We leveraged offshore resources while building an Oracle-proficient team made up of experienced managers who understand Agile PLM and business integration. We also established a transformation office responsible for process innovation and continuous improvement, as well as a support team responsible for quality assurance (QA).

The result is application support as a managed service, delivered at a lower cost. With our engineering expertise, we upgraded the company's custom engineering services. The partnership also freed up capital resources and leadership capacity, allowing the company to focus on other business priorities.

Our first step was to establish an offshore center in India to handle development and testing. Once the center was staffed, we started a three-month knowledge transfer from the company's home office in the U.S. At that point, it was essential to build software documentation for the 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

■ Totaled \$84,000 per quarter on savings and cost benefits

functional and technical reviews. A dedicated transition leader with proven expertise in managed services delivery was assigned to lead the transition from beginning to end.

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

With these activities completed, we "reversed" the knowledge transfer and began educating the U.S. office on the new operating model. We also collaborated on changing management as needed.

The transition was completed in about six months, with measurable results available almost immediately. We met all SLA with a total effort reduction of 158 hours per month and system availability at 99.95%, surpassing the client's expectations.

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

About Cognizant

Cognizant (Nasdaq-100: CTSH) 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 194 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 or follow us [@Cognizant](https://twitter.com/Cognizant).

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