



Production Support services for a leading US based health and human services provider

How we enabled our client to reduce IT operations cost and increased efficiency by using our Production support services

The client is a leading healthcare administrator in the United States, Canada, Australia, UK and Saudi Arabia. The client focuses on end-to-end solutions for public health and human services programs. They provides solutions that lead to efficient and effective public programs that help local governments reach beneficiaries across several states. Opteamix partnered with the client to enhance and maintain several of their software products that support US and international markets.

The client wanted to outsource their production support and technology operations, using a cost effective solution, so as to enable them to concentrate on strategic initiatives. They wanted to use global delivery to create a common team using a “follow-the-sun” model to optimize the utilization of onsite and offshore resources. Opteamix built a reliable, cost-effective, process-oriented global delivery framework that not only ensured quality delivery of production support services using both onshore and offshore resources, but also helped in reducing cost of operations through process efficiencies and improved productivity.

The Challenges

The biggest challenge in executing this engagement was streamlining the coordination between the offshore and the onsite teams.

- The SLA requirements were very stringent as it involved data related to health and human services
- The client was focusing on reducing It operations cost through increased productivity and by adopting a metrics-driven SLA
- The new team had to have an understanding of the varied production environments that they needed to manage
- Given that the processes intrinsic to the client were very complex and detailed, the standard operating procedures supporting these processes had grown and compounded over time.
- Opteamix had to acquire knowledge from existing team within a limited time frame
- Providing remote (offshore) access to all the production environments.

The Solution

The client main objective was to contain the cost of operations without affecting the quality of service delivery. In order to achieve the client's objective, we provided the client with production support and maintenance services using our Global Delivery Model.

We provided a flexible support model on a 24x7 basis, using both on shore and off shore resources as a combined team. The technical support teams were quickly mobilized with staff ramp-up and training taking maximum priority. Technical leads from India were flown to United States to acquire knowledge and impart them to the team offshore. We also created a knowledge repository and KEDB (Known Error Database) to serve as a guide and reference while ensuring quick turn resolution of issues.

A metrics-driven SLA meant continuous performance tuning for each and every transaction. This prompted our team to build several automated processes to improve the quality of work and thereby reducing the number of production tickets.

The Benefits

Opteamix was able to bring in the necessary technical competencies and experience to achieve the client's objectives. We have always been able to achieve our SLA targets since the start of this engagement.

Some of the key benefits the client achieved by engaging Opteamix is listed below.

- Significant savings in effort and improvement in productivity due to deployment of the onsite/offshore model, optimizing the operations based on utilization and introduction of several automated processes
- Removal of management and execution overhead for customer
- Clear ownership and accountability for services
- Objective evaluation of services provided and clear identification of improvement areas
- Flexibility in scope and operation
- Opteamix increased the depth and the coverage of the support operations.
- Continuous improvements – from escalating problems to finding solutions in collaboration with the Dev Team which was collocated with the production support team.