Case Study – Real-time Application Support for Software

Novaserra developed software tools and provided real-time application and technical support for the client, in the Supply Chain Management (SCM) domain.

Client Profile:
Headquartered in Washington, DC, the company is amongst the large package delivery company in North America.

Business Challenge:
- To provide helpdesk support in areas of technical support, application support and run-time support.
- To provide technical support, besides also managing real-time application support
- To create the tools within a short time-span with periodic upgrades.
- To provide an effective training program for the clients' technical staff to learn the tools and repeated sessions for new employees or to demonstrate the upgrades.

Novaserra Solution:
- Provided hosting and run-time support for the SCM applications
- Hosted the software on the internet, thereby not only increasing its stability but also made it convenient accessibility for all registered users
- The developers also doubled up as the tech. support crew and also manage the real-time support
- Along with the training staff, Novaserra created a simple yet detailed training module for the clients team
- Novaserra managed the costs of application support and up gradation by leveraging an offshore development center

Benefits:
- Client has the advantage of a low cost model supporting real time "Reverse Auctions" .
- Client has an access to application experts for configuration and real time support.
- 12 x 7 trouble-shooting provided from an offshore location for more than 20 buyers and 200+ vendors in diverse locations.
- Delivery Benefits:
  - Better customer satisfaction
  - Lower turn around time
  - Process efficiency and improved productivity
- Overall, client had the advantage of:
  - Lower costs
  - Smaller inventory
  - Lower investments