

Success Story

Operation Support Services for a leading US broadcasting co.



Customer Requirement

The client has a huge IT Environment that was being managed in-house with FTE's and Contractors. Aggressive market pressurized reduced cost of IT operations to stay competitive. Business demanded world class efficient IT Systems to provide best Customer Service. The client chose Xavient as a IT Services Vendor to provide Operations Support and other IT Services.

Xavient's Role

- Xavient deployed a Global Delivery Model with a team split between onsite and offsite. Xavient along with the client provisioned 24X7 support for following Teams.
 - Middleware Support & Administration
 - Customer Service Center Application Support
 - ERP Support
 - SCM/Environment Support Team
 - Custom Application Support
- Xavient institutionalized the process for Root Cause Analysis and Issues Prevention to be followed after diagnosis and Resolution. The teams drilled down into real transactions, in real time to identify issues and resolve.
- Xavient followed its best practice of Collaboration of all support teams for Knowledge sharing.
- Xavient development teams were involved to develop smoke test routines and early alarm systems to preempt and alarm specific failure conditions and slowdown in response times.

Business Benefits

- Increased overall uptime of Enterprise, EAI and Custom Applications with 24x7 proactive monitoring and early alarm systems.
- Reduced Cost of IT Support with Xavient's sustainable cost structure.
- The diagnostic tools and immediate response time significantly reduced the mean time to repair.
- Xavient Development Team and Operations Support Team working from same time zones and locations facilitated communication, collaboration, knowledge sharing that improved teams legacy knowledge and intricate details about system that reduced response times and resolution times.
- Increased the bandwidth of client team to work on environment upgrades and other mission critical projects.
- Improved Customer and Employee satisfaction
- Quality documentation for the Applications and Enterprise Systems.
- Removed People Dependency with legacy knowledge shared between Xavient and Internal resources.
- Business Continuity with Xavient's Cross Training and buffer resource practice.

For further information please write to:
info@xavient.com

About Xavient:

Xavient Information Systems, headquartered in Simi Valley, CA is a major provider of global IT and engineering services and solutions focused on the telecommunication industry. Xavient's array of IT services include strategic consulting across product & vendor evaluation, business process re-engineering, outsourcing & off-shoring; product implementation & support; custom solution development and IT professional services. Xavient leverages its proven expertise in Onshore/Offshore delivery models with centers of excellence in Application Development, QA & Testing, Managed IT Infrastructure services and IT Application & Production environment support.

Locations: California | Georgia | Colorado | Washington | NOIDA

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Simple Solutions**