

# CASE STUDY



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## Provide Commercial property and casualty insurance to businesses and professionals

Business Engagement Model

**Off-Shore Dedicated Resource Model**

### Client Profile

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The client is a financial corporation based in US and UK, and is looking forward to making a solution for

- Meeting Educational needs for children
- Client is highly rated for financial strength by all the major independent rating agencies
- Training of employees

### Business Need

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- Client was looking to maintain one of the Application developed using SharePoint, WCF, Silverlight and FAST Search
- The application required to Understand FAST Search and SharePoint 2010 in details, FAST Search is used to search documents and Users in site.
- Client also wanted to Enhance Application performance which also used K2 work flows
- Client wanted us to meet SLA and provide support within specified period of time

### Challenges

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- Four different environments Development, Business Analyst testing, Pre live and Live, there could be number of issues due to environment differences and multiple people working at a time in Shared Dev
- The Project uses almost all Microsoft Technologies and K2 Work Flow, to integrate Microsoft technology and K2 workflow and to maintain it required lot of efforts and understanding of K2 work flow tool
- There may be issues in one Environment but not in other, such issues are difficult to resolve
- It was not possible to debug production environment, hence to fix issues just looking at Production log was difficult

### Solutions Features

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- We have meet SLA for almost all the Service desk tickets, also we have accommodated change requests as value add to client which were out of scope to address
- We understood their system in very quick time to rectify issues with Live site and existing flow

## Benefits

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- With our efforts and business understanding clients support ticket count has been reduced nearly by 50%
- The Application is Live and now helping Client to achieve their desired functionality in quick time and End users are very satisfied with performance of the system

## Technology

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- Microsoft SharePoint Server 2010 Enterprise SP1
- Microsoft Visual Studio 2010
- Microsoft SQL Server 2008 R2
- Microsoft Windows Server 2008 R2
- FAST Sever Search 2010