

# Leading Manufacturer Outsources Application Management & Support Services to STG



**SYSTEMS TECHNOLOGY GROUP, INC. (STG)**  
WE DO IT WITH PRIDE®

**⋮ CASE STUDY**

### **Customer Business Overview:**

The client is the largest cabinet manufacturer in North America with yearly revenue in excess of \$2 billion dollars. The client sells cabinets under 9 different brands offering a spectrum of products ranging from standard to custom, satisfying every budget and lifestyle.

### **Project Business Description:**

As a part of overall objective to lower the total cost of IT application support year over year and create more value to the business by improving the operational efficiency and providing a scalable technology foundation layer, the client was looking for an IT Outsourcing solutions provider to “Keep the Lights On (KTLO)” Application Production Support and Enhancement services.

The client was seeking to engage with a partner that has a:

- Robust solution model that includes a functional knowledge of applications
- High degree of personnel experience
- Solid project management structure, and applicable toolsets which the client can use at its discretion to accomplish IT goals (support, ad-hoc projects, etc.)

### **STG Solution Overview:**

STG provided a mature application managed service model based on its proven PRIDE® Application Management methodology that supports the various application technology stacks.

- Robust proven process model that ensures service delivery driven by process and not dependent on individual efficiencies
- 24/7 support model with significant overlap between onsite and offshore:
  - Daily Task updates
  - Issues affecting progress of current tasks
  - Requirements of open tickets
  - Tickets Status
  - Status on migration and deployments
  - Status of dependencies
- Assigning resources with significant experience in legacy and web application technologies, both onsite and offshore
- Provide buffer resources in key technology stacks
- On-site offshore communications that was defined and implemented:
  - Ticket assignment and prioritization
  - Work estimates and schedule approval
  - Dependency List
  - Issues
  - Testing

- Communication through telephone, conference calls, web conferencing, video conferencing and emails
- Weekly, Monthly and Quarterly Status reporting – Quality, Resource Utilization and Performance Management
- Resource on-boarding off-boarding process is defined and implemented as per the plan:
  - Team assignment based on mutually agreed upon resource plan
  - Establish need
  - Identify & confirm skill requirements
  - Onboard the resource
  - Infrastructure Setup
  - Conduct orientation and Knowledge Transfer
- System security access is maintained as per SOX compliance requirements.
- Knowledge management

The client's business applications portfolio includes several applications across multiple technologies.

- Mainframe - COBOL, CICS, VSAM, JCL, IMS
- AS/400 - Friedman, RPG, CL, COBOL, DB400
- EDI – Trusted Links, Liaison
- EAI - Vitria, Oracle SOA
- Web - Microsoft C#.net, SQL Server, ColdFusion, Sitecore
- Business Intelligence - Business Objects, Crystal Reports, Qlikview, OBIEE

Many of these applications service brands across multiple brands and functions. The age and range of technology of these application range from several decades to just a few months.

### **Business Results:**

STG provided the client with the following benefits:

- Significant reduction in the overall cost of application maintenance
- Substantial business value addition in terms of proactive root cause analysis, process improvements, and application enhancements
- Improved Service Delivery and reduction in service disruptions due to proactive monitoring
- Predictable and consistent process to address break/fixes, enhancements and projects in a timely manner
- Reduction in emergency tickets and alerts across stacks
- Increased productivity with seamless integration between the onsite and offshore teams