

Finance

Client Benefit

Enhancement and maintenance of enterprise wide suite of messaging products

Client

A Wall Street Major, USA

Business Challenge

The client had a suite of messaging systems [comprising different middleware technologies]. This was primarily being used by its various customers and within the enterprise, for its various business transactions and processes.

The product needed thorough stabilizing so as to reduce the turn-around time drastically. The client also required that various enhancements be done to the product in order to make it more compatible to customer needs. Dedicated teams of engineers were required [both onsite and offshore] to stabilize the product with thorough testing, bug fixes and eventual performance enhancements.

Description

How THBS Helped

Torry Harris set up a dedicated offshore Development & Maintenance Center (DOC) for the client, a virtual extension of the client's development facilities with dedicated resources and infrastructure. An onsite team was at the client site, to understand the suite of products and interact with the DOC to help setup the environment and to takeover the complete responsibility of these products.

In a short span of 2 years, THBS provided the client with major benefits such as:

- Complete responsibility of testing of messaging products on distributed platforms like Solaris 2.51, 2.6 & 2.8, Windows NT, Windows 2000 and AIX.
- Complete responsibility of build, package & release of these products on distributed platforms.
- Complete responsibility of source code maintenance on all the platforms.
- Bug fixes and enhancements.
- Updating and maintenance of all product specific documentation.
- Level-3 production support [Provided onsite].
- Maintenance of the website consisting these messaging products.

Apart from these, THBS also:

- Conducted training on IBM Transarc Encina [a transaction processing monitor] for a client team.
- Submitted a white paper on migration of the products by decommissioning a set of services of the middleware product (DCE).
- Proposed and implemented an automated test harness suite for testing these various messaging products on all the distributed platforms.

Value Delivered

The proactive stance of the entire onsite and offshore teams ensured high quality deliverables at minimal cost, thereby rendering value for money. The flexible offshore model ensured quick ramp-ups and ramp-downs thereby taking the overall client expectation to a higher level in terms of the speed of delivery. THBS pro-actively trained the client team on the inter-related technologies to ensure that there is minimal dependency on the THBS team.

Custom-built Middleware Product of the Wall Street major supporting millions of transactions/day

