

Keane Client Story:

Industry: Telecommunications

Offering: Application Management & Outsourcing | Application Development & Integration



Integrating Teams and Optimizing Offshore Helps Telecommunications Provider Meet Cost Savings Goal

Uniting and cross utilizing the onsite software development and management teams and increasing offshore delivery enabled Keane to save \$1.25 million for this global telecommunications provider increasing enterprise flexibility and performance.

Abstract

A telecommunication solution provider must customize its unified solutions for customers while maintaining its products. At the same time, a recession negatively impacted demand forcing the need for significant cost cutting for this global vendor to remain competitive. The extensive product knowledge of Keane's support team enabled Keane to incorporate the development function within the existing team infrastructure resulting in increased utilization and productivity and enabling targeted cost savings through resource reductions. In addition, increased prioritization of software projects permitted the continuing support and customization of product offerings.

Challenge

Global telecommunication providers must cope with increased price competition, rapid technological change, and decreasing demand from a negative economic environment. To ensure its competitiveness, this telecommunication provider must realize significant cost savings by dramatically enhancing the utilization of technical personnel. Concurrent with this, IT must continue to maintain, customize, and extend the company's product offerings. In short, the client could no longer afford a dedicated development team. However, delays in small development projects to customize products for delivery to end customers could jeopardize sales and defer the recognition of revenue.

Keane integrated the existing software development team within its preexisting software support team. In addition, Keane implemented a comprehensive training effort to ensure the efficient cross-utilization of technical resources and optimized the percentage of work being done offshore using its proven global delivery model.

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In addition, finding domain-trained resources even within the company remained extremely difficult.

Solution

Keane had been a long-term vendor for this client delivering application support services on an outsourcing basis since 1995. As a result, Keane's personnel resources have accrued invaluable domain knowledge and an in-depth understanding of the client's telecommunication products. In addition, the team was highly trained and efficient in software support processes. This team proved to be the basis for Keane's solution to the client's challenges.

Keane integrated the existing software development team within its preexisting software support team. In addition, Keane implemented a comprehensive training effort to ensure the efficient cross-utilization of technical resources. Keane also instituted enhanced prioritization of activities based on the ROI to the company. This combination enabled the customer to continue to manage the software as well as customize its products. Finally, Keane optimized the percentage of work being done at its offshore solution center using its proven global delivery model.

Results

Keane's integrated delivery and support team realized targeted cost savings while continuing to provide high priority software management and development services.

More specifically, the customer realized the following business benefits:

- » **Increased utilization:** The integrated teams are able to provide high priority software management and development projects with approximately 50% fewer technical resources.
- » **No resource procurement, training and planning required:** Since the support resources were experienced in the domain and technologies involved, no added costs were required to hire and train personnel.
- » **Cost savings:** From October 2007 through September 2010, Keane saved approximately \$1.25 million of the client's R&D budget.
- » **Optimized offshore delivery:** Implementing Keane's proven global delivery model enabled the company to optimize the use of offshore resources to further lower costs.
- » **Continued delivery of value added services:** By implementing these changes, Keane was able to continue its efforts to propose and deliver value added ideas to add new features to the client's product offering.

From October 2007 through September 2010, Keane helped the client realize approximately \$1.25 million in R&D budget savings.

About Keane

Keane, an NTT DATA Company, is an IT services firm headquartered in the US with more than 12,500 professionals worldwide. For 45 years, Keane has been an Application Services specialist with distinguished project management credentials. Today, we offer a flagship suite of Application Services, as well as Infrastructure and Business Process Outsourcing solutions delivered through onsite, nearshore, and offshore resources.

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