

## CASE STUDY

# Unraveling Offshore Development Center for a Logistics Management Software Company



## OVERVIEW

With nearly 200 years of domain experience, the client is a leading provider of logistics management software to Fortune 500 clients and medium sized oil and gas companies. As a part of its initiative to revamp business operations for potential growth, the client wanted to team up with a trustworthy IT partner capable of providing expert resources, to cater to its product development & QA needs.

## CHALLENGES

Owing to its exceptional growth prospects in other geographies, the client required a complete overhauling of business processes. Significantly large enhancements needed to be developed and incorporated in the existing system to meet diverse business requirements of supply chain management. Rigorous QA of the developed product was another important requirement of the client.

Following client requirements led to the setting up of an offshore development center in Noida:

### INDUSTRY



- Oil & Gas

### SERVICES

- Upstream

### TECHNOLOGY

- C#
- WCF
- WPF
- DevExpress
- Proprietary DB

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- Specialized resources equipped with the latest tools & technologies and the ability to quickly grasp the intricacies of the client's business domain to reduce workload on client engineers.
  - Ability to work according to directed guidelines with design and architecture responsibility still retained by the client.
  - Ability to understand the challenges faced by end users of the system.
  - Ability to take ownership of risk for both product development & QA and ensure upon capacity paid for, by the client.
  - A dedicated QA environment, separate from the production environment, to avoid disrupting the operation of the existing application during frequent releases.

## **SOLUTION**

Contata established an Offshore Development Center (ODC) in Noida that acted as a virtual extension of the client's in-house development environment. Noida ODC caters to the application development, application management, and application testing needs of the client. The salient features of the solution include:

- Development team comprising of 4 professionals proficient in .Net technology & SQL server to rebuild the existing system.
- QA team comprising of 4 professionals proficient in testing skills with hands-on experience in Test Link to create test cases and Cruise for automated build deployment.
- Quick ramping up of resources on the client's business domain.
- Initiation workshops & meetings for understanding the existing system and culture at the client side.
- Standardized procedure for communicating requirements to the development team.
- Performing Unit testing on application code to validate the code and functional testing on the web application to ensure a stable system to be able to work under load.
- Reporting status of the project to develop leads on the client side via daily status reports.
- Weekly meetings conducted between development leads on-site and development teams offshore to keep track of the progress of the project.



## BENEFITS

- The client leveraged the following benefits by outsourcing its development & QA activities to Noida ODC:
- Time to focus on other core business processes to rapidly enhance its technical competence.
- Smooth integration of product enhancements into the production environment as a result of QA.
- Dedicated attention to the application leading to a quality product.
- Instruction time and effort minimized due to Contata's thorough understanding of the client's product.
- Seamless maintenance of client product.
- Ready-to-use resources, reduced development time, and significant internal savings.
- Risk factor mitigated as Contata assumes the entire risk for capacity and quality of the product.
- Long-term relationships built based on clients' trust in Contata and its services.
- Total cost of ownership reduced due to streamlined and transparent processes.
- Short-term augmentation needs taken care of by Contata, thus saving the client's cost, time, and effort in employing and training resources.

## About Contata

Contata Solutions is a trusted leader in technology and digital innovation. Through our work in data engineering, data analytics, machine learning, marketing automation and app development, we deliver solutions that address complex problems in ways that are simple, insightful and impactful.

Our promise and value proposition to our customers is simple: we leverage our deep technical expertise and global presence to bring software products and data-driven decision capabilities to life.

Founded in 2000, Contata is a privately-held company headquartered in Minneapolis that serves clients globally from offices in the United States and India.