



Data Sheet

Sustaining Engineering

Internet Base Self Serve Support Center

❑ The Situation

A leading manufacturing company offers an online support center which provides 24x7 self serve supports to all clients. Support includes support contract management, raising and tracking service tickets, ordering parts and services under warranty and support programs, downloading patches and searching for online solutions and documentation etc.

❑ The Challenge

This self serve portal was developed and maintained over two years. Since the completion of the support portal, this manufacturing company has re-deployed their in house staffs to work on other new initiatives. This new initiatives provide new opportunity for its staffs to excel their career as well as help the company to generate new revenue and reduce cost.

As the business and service offering changes, there are a lot of enhancements and redesigns on this portal to catch up and lead the competition. Sustaining engineering is a very well confined work. However, this is the longest phase of the software life cycle and this is also the return of investment phase as this is the time that this software investment is going to help the company to generate revenue and reduce cost. This company decided to outsource the sustaining engineering work to a capable third party vendor.

❑ The Solution

TrekLogic has been in the software development industry for the last eight years providing high quality and cost effective software solution to its clients. TrekLogic, an ISO certified company, was chosen to deliver the sustaining engineering service to this manufactory company. TrekLogic works closely with the customer to define a sustaining engineering process suitable for this company. Although the process is very formal and elaborate, it is proven to be necessary and effective.

TrekLogic provides the following as part of the sustaining engineering service to this client:

<ul style="list-style-type: none"> ❑ Assessment Analysis ❑ Sustaining Engineering TOI ❑ Project Planning ❑ Configuration Management and Source Code Control ❑ Defect Resolution ❑ Enhancement Implementation ❑ Unit/Functional Testing ❑ Request To Integrate (RTI) 	<ul style="list-style-type: none"> ❑ Integration and System Test ❑ Customer Acceptance Testing ❑ Incident Management ❑ Problem Management (Level 3 and Level 4 Support) ❑ Change Management ❑ Release Management ❑ Production Deployment
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❑ The Result

TrekLogic successfully delivered quarterly updates to this portal within customer's budget. Reliability, availability and serviceability of the support portal were improved. End customer satisfaction and service adoption was in record high.

