

OPD for a US based ISV working for a State Agency

Client

The client is a trusted IT services provider who has been working with a U.S. state for several years. The client has a portfolio of products in the domains of inventory management, case management and accounting. Because the client is a preferred vendor for the state, it also offers managed services, including technical support for applications hosted within state agencies.

The Challenge

The state agency wanted to migrate its client-server inventory management application to a Web-based, Microsoft .NET application in order to reduce the effort involved in application maintenance. The agency approached their preferred vendor to re-engineer the product within a limited time frame and budget.

Though the scope was fixed to replicate the client-server inventory manager application to a Web based architecture, the .NET platform wasn't the core competency of the ISV. Given the stiff time frame, it was virtually impossible for the client to build a team of .Net resources. Thus, the client decided to outsource the product re-engineering work to a professional company in India who had experience in the outsourced product development and proven success with .NET technology.

The statement of work also indicated that the Web-based application should minimize the deployment costs and network bandwidth requirements. Also, the re-engineered product should not alter its existing business processes and user navigation.

Solution

Because we were one of the earliest adopters of .NET technology, Cordiant was selected by the client for outsourcing the product re-engineering of the inventory manager application. Because the project involved technology migration, rather than creating a brand new application, Cordiant had a clear starting point and was able to create a prototype of the user interface within one month after proposal sign-off. Cordiant shared with the client documents containing its understanding of the application with UML diagrams, use case and business rules for most of the functionalities in the system.

The state's relationship with the IT provider on this project was no different from any of their previous work, and the agency thus communicated solely with the IT provider, allowing Cordiant to focus solely on the technology migration.

Considering the limited time frame, there was regular interaction between Cordiant's project manager and the ISV's president, which included the user's feedback on the prototype and application design. The project was taken up in a phased manner, starting with administration and security privileges and subsequently the inventory transactions.

The technology migration was completed in seven months, and the assignment was considered by all parties to be an overwhelming success.

Technologies

- Microsoft .Net
- JavaScript
- MS SQL Server 2000
- Internet Information Server 5.0
- SQL Reporting Server

About Cordiant

Founded in 1995, Cordiant Technologies builds globally aligned India teams for Independent Software Vendors worldwide. Cordiant has offshore product development centers in Chennai and Kochi, Southern India; and a US subsidiary in Princeton, NJ.

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