

Co-Sourcing engagement with a US based CRM product Vendor

Client

Empowering Systems is a US based ISV owning a CRM product which helps companies in the electronic, electrical and industrial manufacturing sectors automate their sales processes.

The Challenge

The rapidly increasing demand for the ISV's CRM product required it to quickly build a team to cater to the needs of its expanding customer base.

For this, the client was on the look out for an Offshore Partner who was not only an IBM partner having extensive experience in Lotus Domino and Notes technology, but also having the capability and commitment to quickly ramp up an expert team to work along with its own development team.

Solution

Cordiant offered a co-sourcing engagement with the client, where Cordiant's India offshore team and the client's development team in the US work in synchrony to develop the product. Cordiant leveraged on its technical as well as business expertise to deliver a product encompassing all business requirements of the client. Cordiant co-developed, tested and also customized the CRM product to suit the unique requirements of every customer of the client. Cordiant worked on both the client-server and web-based versions of the product. In addition to the above, Cordiant's rich experience and thorough understanding of the domain helped it to provide valuable insights for both improvement as well as addition of relevant features into the product.

The task management and reporting along with the time details were done using the project management tool SpeedWork. Further communications were through emails, instant messaging and web conferencing tools IBM Lotus Sametime and WebEx. Both the development and testing were done at the client's server in the US, addressing the IP protection concerns of the client. The client leveraged on the time zone difference to have a 24x7 development life cycle resulting in accelerated time-to-market and faster turn-around time for the business.

Cordiant is presently working on generalizing the product so that it can be converted into an ASP model.

Technologies

- Lotus Domino 6.5
- R6 WebDAV features with tools such as Macromedia Dreamweaver
- DXL, XML and XSL
- JavaScript, HTML, DHTML, CSS and CSS with XSL
- Java, LotusScript and Formula Language
- SpeedWork, IBM Lotus Sametime, WebEx

“ I just wanted to let you know that I am very pleased with the quality of work that has gone into the multinational project. I thank you and your team for your excellent work . ”

Richard Greaves, Founder and Senior Partner, Empowering Systems.

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.

Contact Information

India, Kochi

Indira Nagar,
Kochi, Kerala
India 682020
Phone: +91 (484) 231-3654
Fax: +91 (484) 231-3672

India, Chennai

Unit 3, Level 1,
International Tech Park,
Taramani CSIR Rd,
Chennai, Tamil Nadu,
India 600113
Phone: +91 (44) 426-66015
Fax: +91 (44) 426-66021

USA, New Jersey

Floor II,
Princeton Overlook Center,
Princeton, NJ,
USA 08540
Phone: 609-375-2354

Email: mktg@cordiant.com

Website: <http://www.cordiant.com>

