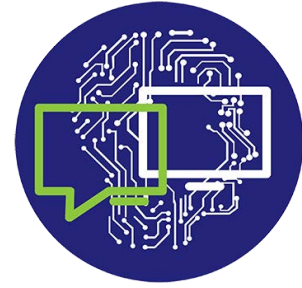


## Case Study



### At-a-Glance

#### The Company:

One of the world's leading providers of essential technologies to developed, developing and emerging countries.

#### The Challenge:

Improve the performance and reduce costs of managing a portfolio of 353 applications.

#### The Solution:

A Near Shore® Application Maintenance and Support Centre of Excellence.

#### The Benefits:

Year one savings of \$2.93 MUSD with a commitment from Tim Tech Consults. cycle times and costs of year-over-Year savings.

# Application Maintenance and Support for a Fortune 100 Corporation

Increasing service levels while reducing operating costs of a complex portfolio of applications

## The Client

A Fortune 100 Company; one of the world's leading providers of essential technologies to developed, developing and emerging countries. Through products and services in aviation, energy, oil and gas, transportation and water and process technologies.

The Company has revenues of nearly \$50 Billion per year and employs more than 85,000 people worldwide.

## The Challenge

The Client wanted to develop a Global Centre of Excellence as a centralized solution for Application Support, which would drive operational excellence, process improvement and efficiency. The customer had 40 employees spread among 16 different organizations and around 500 contractors from 20 different vendors and 40+ statements of work. This fragmentation had wide variation in processes, tools, customer service and cost.

Creating a Global Centre of Excellence would enable the Client to:

- Create an application portfolio that maximizes business value
- Lower the costs to a minimum
- Minimize risk to the business
- Maximize customer service

## The Solution by Tim Tech Consults

A comprehensive assessment was done to establish a baseline of the current quality of the support services, the main causes, as well as the impact for the Company and the users.

Tim Tech Consults recommended a model aimed to simplify the organizational structure, streamline the processes, and raise customer satisfaction. The solution required a team comprised of 160 people, from which an overwhelming majority (96%) were located at Tim Tech Consults's Near Shore® facilities in Mexico.

The Client's portfolio included 353 Global Applications, and an average of 2,300 cases (Tickets) per month.

The solution included:

- Establishing and standardizing quality metrics;
- Process audits to ensure that guidelines were followed;
- Operational reviews and communication plan across the organization;
- A strong focus on productivity and customer satisfaction.

Tim Tech Consults's initiative had an immediate impact in savings of 12% by the end of the Knowledge Transfer phase.

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## The Benefits

- Constantly reduce the number of tickets (defects) in the applications by continuously performing root-cause-analysis of the cases received by Tim Tech Consults;
- These actions freed resources which were utilized to increase the number of applications supported by the team, which translated into higher productivity and a better return on investment for the Client;
- By having a high productivity team, it was possible to move more people to the lower cost location (Tim Tech Consults's Near Shore® Delivery Centre) and reach a Near Shore® leverage of 96%;
- Which translated into savings for the Client of \$2.93 MUSD during the first year of operation of the solution.

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## The Voice of the Customer

*"I would like to acknowledge that your approach on this project practices, and commitment to quality was very impressive."*

*"Tim Tech Consults has excellent teamwork, leadership and commitment, Customer focus, empathy & partnership."*

## ABOUT TIM TECH CONSULTS

Founded in 2010, Tim Tech Consults is an African leading provider of process-driven IT solutions with 10 years of Expertise in 3 Offices in East Africa with 15 Global Delivery Centers on the Global, Tim Tech Consults helps improve time-to-business-solution, lower costs of existing applications, deliver better engineered and tested applications, and produce predictable outcomes for top-tier corporations in over 5 countries. Through on-site, on-shore and its trademarked Global Nearshore service delivery models, Tim Tech Consults teams with CIOs to constantly increase the business value of IT. Tim Tech Consults is the creator and a leader of the nearshore industry.

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