



Operational Efficiencies and Cost Savings through HTC's Application Management Services

Fortune 100 Insurance & Banking Company

The largest automobile insurer in the US offering property and casualty, home, health, and life insurance in addition to banking and mutual fund services.

Project/Service Category

Application Maintenance and Support

Technology

- Multiple Technologies

Benefits

- Cost reduction due to process improvements / higher offshore utilization
- Best practices in knowledge management, incident and problem management
- Achieve better competitive advantage through operational efficiencies, innovation and cost savings
- Improved SLAs
- Reduced Risks due to domain and technology expertise of HTC

Background

The client had contracts with multiple IT vendors to manage their IT applications. The contracts were executed through various engagement models such as Staff Augmentation, Fixed Bid and Managed Services. The client was seeking a single reliable IT vendor to manage their IT applications. HTC has been providing entire gamut of IT Services to the client for more than a decade. The client selected HTC as their IT Managed Service Partner considering HTC's familiarity with the client environment, commitment to deliver quality, experience in managing large scale assignments, delivering innovative solutions and flexibility.

Solution

HTC has established the state-of-the-art, dedicated and secured delivery centers for the client at its offshore locations. HTC ramped up the physical, IT Infrastructure and resources to execute the new contract. HTC followed its proven processes to transition the knowledge and deliver the services, as described below.

HTC formed a core team for Knowledge Transition (KT) to accelerate the KT processes by assigning HTC employees with the knowledge of client applications, rebadging employees from other IT vendors who were working on the applications IT Infrastructure areas that were new to HTC.

The transition team performed a due diligence and developed a detailed transition plan. The plan was revised in collaboration with the client. The transition was completed according to the schedule.

On completion of transition, HTC started providing the application services from onsite and offshore locations.

HTC's Application Managed Services to the client includes support of applications, migration of legacy applications to web based platforms, re-writing applications to port in other technologies. HTC successfully took complete ownership for the ongoing support of many applications within the defined timeframe and continues to support the implementation on a cost-effective basis.



- Over 25 years of IT and BPO experience in providing cost effective and innovative services across domains for a wide spectrum of global 2000 customers
- Quality and information security processes compliant to SEI CMM Level 5, ISO 9001, ISO 27001 and PCI DSS standards
- Global presence, large delivery centers, talented professionals, capabilities across multiple technologies, platforms and domains