

## Application Maintenance and Support

### Client

Our customer is an industry leading e-commerce based business selling products and services over the internet

### Challenge

The client had a proprietary web portal developed in late 1990s which was being maintained by a local IT company, which discontinued support services. As a consequence, the challenge was to take over the maintenance of this portal, which used old technology and had no documentation whatsoever.

### Solution

Nine Dimensions performed a structured knowledge transfer phase and documented the System inventory with all its components in the front end, middle tier and the back end. All the classes were documented as a part of this exercise. Subsequently, the team worked on solving some of the key business problems being faced. A support process was documented and agreed upon with the customer. The team implemented an Issue Tracking tool (Bugzilla) for customer to log support issues and then use it for monitoring of support quality and open tickets.

### Benefits

- Lower maintenance costs by over 50%
- System uptime increased by 30% due to time zone differences
- Application maintainability increased by 40% due to the documentation done during KT phase
- Maintenance and enhancement closure time reduced by over 20% thus increasing customer satisfaction

### Technology

Java/J2EE, WebLogic 5.0, Oracle 8i, Bugzilla