



Case Study: AMS for Development, SCM, Monitoring and Reporting.

Project Overview

Objective: Maintaining the OSS/B solution on all the environments with ownership of Development, SCM, Monitoring and Reporting.

About The Client:

A leading global company that provide the solution of information and communications technology (ICT).

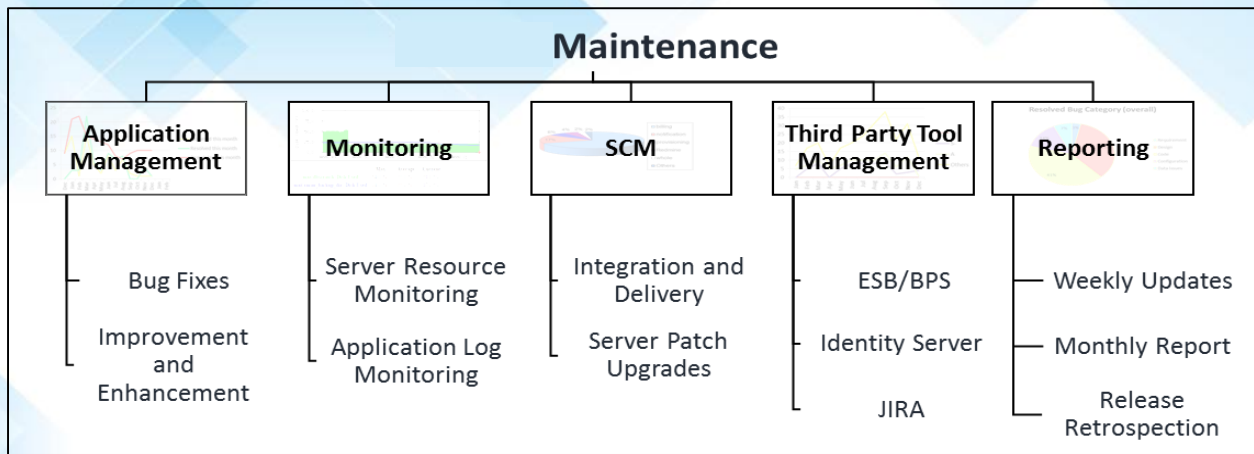
Case Survey

Along with the ownership of Development, SCM, Monitoring and Reporting on all environments by maintaining the OSS/B solution.

Technology



Detailed Flow



Our Solution

- ❖ Well defined process based software maintenance with predefined SLA for 24X7 support
- ❖ Documented process manuals to support all key processes, steps and communication plan.
- ❖ Test automation to save deployment downtime and faster release to production.
- ❖ Replaced the Licensed module with the new in house developed module
- ❖ Implementation of best practices like DevOps, CI/CD , test automation, consolidation of key problem areas.
- ❖ Jira workflow implementation as a central tool for communication, tracking, planning and dash boarding.

Business Benefits Delivered



Maintaining 40+ components on 30 servers across all 4 environments with full ownership over code, servers, data, completely being managed from offshore team.



Added 36K lines of code in enhancement and new feature development

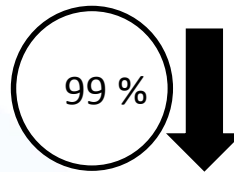


Maintained Knowledge bank for further support.



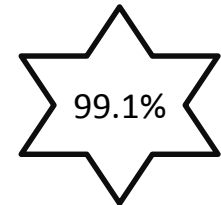
300 patch

Over 300 patch upgrades executed on different servers in all 4 environments.



99 %

Reduced Billing module errors by 99% on average for last 12 months.



99.1%

Achieved 99.1% SLA in issue acknowledgement.

About InterraIT

InterraIT is global IT consulting & services company providing business software solutions that improve operational efficiencies, address organization’s unique business needs, and allow better ways to access and manage information at lower TCO & faster ROI. Established in 1996 & headquartered in San Jose, InterraIT is a ISO 9001-2015 SEI-CMM level 5 assessed and certified organization with world-class delivery.

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