

UNPARALLELED
PERFORMANCE

EXCEPTIONAL
RESULTS



GLOBAL EQUIPMENT MANUFACTURER

APPLICATION MANAGED SERVICES
MODEL PROVIDES "FOLLOW-THE-SUN"
24/7 GLOBAL SUPPORT

NEW YORK

LONDON

ISTANBUL

NEW DELHI

Global Support Tied to Extreme SLA's

Flexible Operational Model for COE Addresses Demanding Requirements

CLIENT

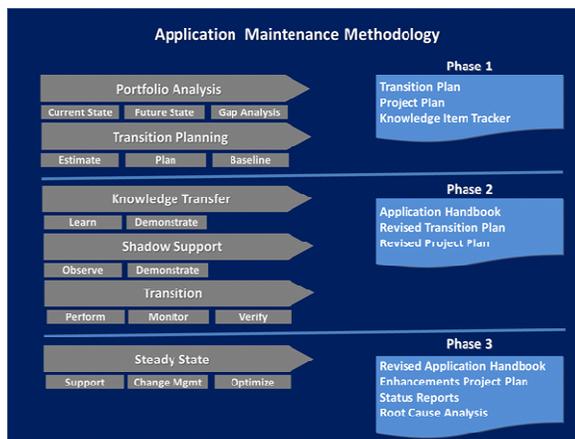
A global manufacturer of construction and mining equipment, diesel and natural gas engines, industrial gas turbines and diesel-electric locomotives in a solid leadership position worldwide.

CHALLENGE

The client has many sourcing options, including a large group of internal IT staff, a captive center in India, and various global vendor relationships. Support staff were required with specific, hard-to-find skills, available on a 24/7, global basis.

OPERATIONAL MODEL

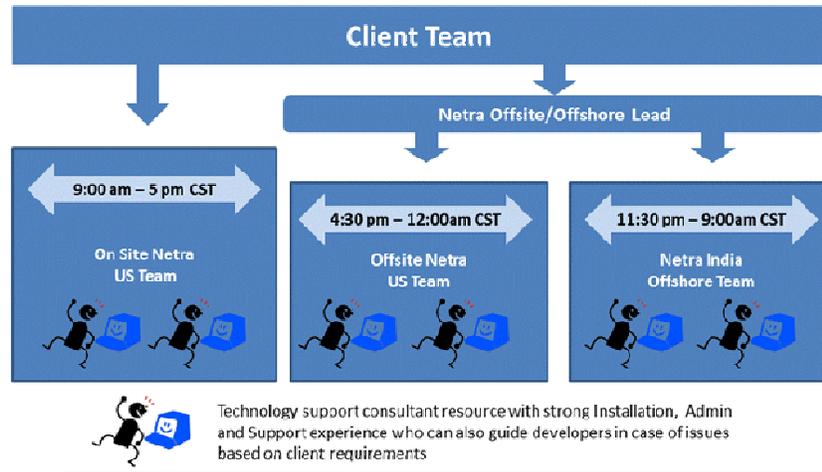
A phased approach led to a successful program.



"This approach has opened new doors for sourcing these scarce development resources; and we're meeting all of the objectives management has given us."

*Application Development
Manager*

Netra’s flexible operational model, depicted below, addresses extreme SLA’s of the “Follow the Sun” 24/7 global support model.



COMPETENCIES

The client’s sourcing strategy was to leverage Netra’s “Follow the Sun” model as a complement to its offshore strategy for Systems Integration and PLM solutions where specific technology competency and business-IT integration is critical. Netra’s Application Managed Service (AMS) model provided the client with a dedicated Center of Excellence (COE) in close proximity to their operations, consolidating various onsite staff. This COE provided the client with a seamless, global, support for Rich Internet Applications (RIA), Microsoft .NET platform, IBM Information Server, Oracle, and SQL Server.

RESULTS

The client leveraged Netra’s support model as a strong complement to current sourcing options. We are collaborating towards developing a strategic workforce model to integrate in-house + onshore + offshore. Through our metrics-driven process around Program Effectiveness, Operational Effectiveness, Structural Effectiveness, and Platform Effectiveness, we have enabled the client to meet 100% of the strategic goals set by executive management.

VALUE PROPOSITION

- Netra’s phased approach and Application Maintenance Methodology
- Netra’s flexible operational model, with our “Follow the Sun” 24/7 global support model
- Manufacturing industry expertise
- Rich Internet Applications (RIA), .NET, IBM Information Server, Oracle, and SQL Server expertise
- Effective Program and Project Management capabilities