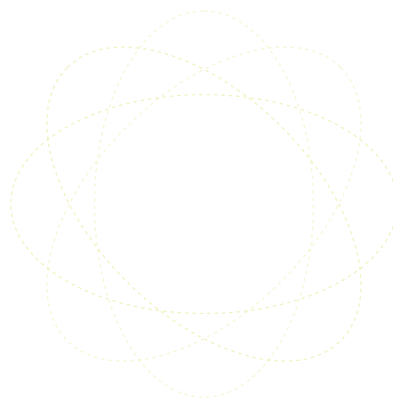


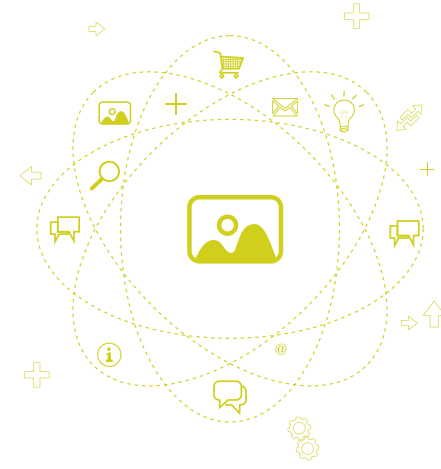
## THE COMPANY

Established in 2009, PiServe Technologies has built a credible reputation as an IT services company for organizations across the globe. Our goal is to help you grow and develop your business in line with your goals, even in times of changing markets and increasing competitive pressure. We see ourselves as an enabler, making your business more simple and competitive.

Our services include, Quality Services, Enterprise Application services, Infrastructure Management Services & Managed IT Services. We recognize the importance of nurturing relationships that reflect our culture of unwavering ethics and mutual respect. It'll come as no surprise that 87 percent (as of December 31, 2013) of our revenues come from existing clients. With even about 60 employees PiServe has a remarkable presence in the IT services industry.

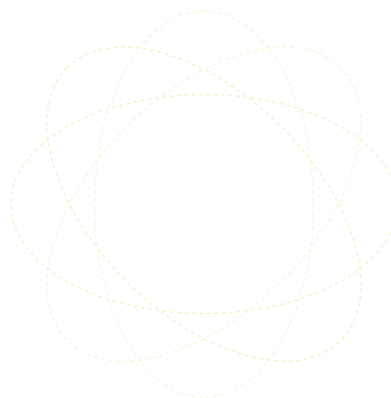
Our objective is to build a true partnership around your specific needs. With this kind of partnership in place, we can effectively put our technologies and experience to work for you. With PiServe as your partner, you'll see a significant increase in your company's efficiency, effectiveness and competitive edge.





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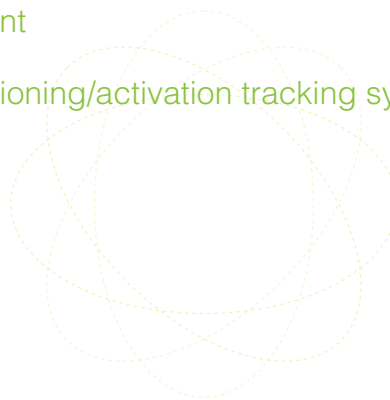




## ABOUT THE CUSTOMER

Customer is the provider of communications, information and cable services. It is the largest cable company in US, one of the biggest mass media/cable television operator, home internet service provider and third largest home telephone service provider in the US. The customer provides cable television, broadband internet, telephone service and home security in some areas (including burglar alarms, surveillance cameras, fire alarm systems and home automation) to both residential and commercial customers in 40 states and the District of Columbia. As of September 2011, the customer serves a total of 22.9 million cable customers, 16.7 million high-speed internet customers and 8.4 million voice customers. The customer has grown into a Fortune 100 company with 24.1 million customers and 129,000 employees with revenues grown to \$62 billion in 2012. Customer intends to appoint a strategic delivery partner for supporting and maintaining operations of their various Business Support Systems (BSS) as follows:

- ☞ eCommerce/Self-service applications that deals with online orders, account management, billing and payments
- ☞ Order Orchestration
- ☞ Product/Offer Catalogue Administration and Management
- ☞ Customer Management
- ☞ Order flow and provisioning/activation-tracking system





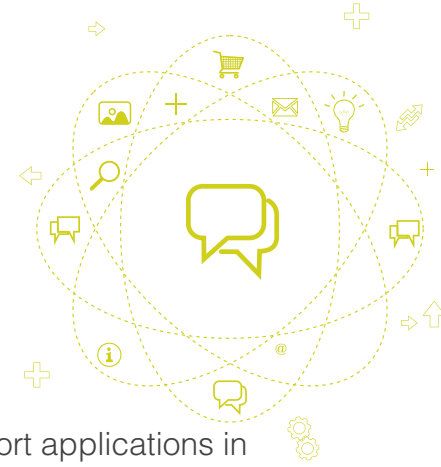
## PROJECT BACKGROUND

The customer intended to appoint a strategic delivery partner for its Level 3 Production Support Services under the purview of BSS Production environments towards the following objectives:

- ☞ Implement scalable, sustainable, measurable and cost effective support model
- ☞ Optimize resources across the supported applications under BSS Production Support area
- ☞ Implement an onsite/offshore delivery model to maximize support coverage and reduce operational cost
- ☞ Maximize Service Level Agreement (SLA) compliance with year-on-year improvement
- ☞ Achieve transformation through innovation and continuous process improvements
- ☞ Refine current support processes and procedures to improve the productivity of available resources
- ☞ Optimize cost by outsourcing the support services from contractors and external vendors to strategic business partner

Project started in Staff Aug mode since April, 2012 and subsequently moved to managed services starting January, 2013. PiServe is currently providing level 3 application support for the following applications along with the relevant operational activities as outlined in scope section.





## SCOPE OF WORK

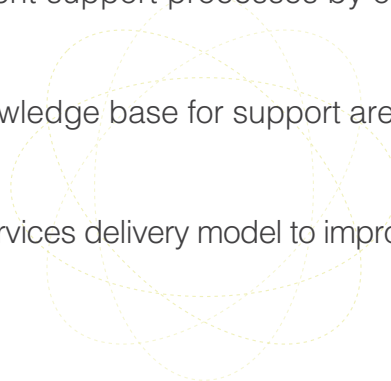
- 🔗 To provide Level 3 Support services for BSS Production Support applications in scope through PiServe Global Delivery Model – onsite/offshore support
- 🔗 To manage following activities under the purview of Level 3 BSS Production Support:
  - 🔗 Ensure initial triage for all applications (applications listed below)
  - ⚙️ Perform post deployment Change Maintenance (CM) validations as per the schedule.
  - ⚙️ Perform batch job monitoring and send out periodic job status updates.
  - ⚙️ Maintain and report daily/weekly/monthly metrics.
  - ⚙️ Execute daily health checks as per the schedule, participate in health check update calls and report status to the stakeholders.
  - ⚙️ Provide Level 3 Application support for remedy tickets.
  - ⚙️ Send out maintenance notifications to target audience about outages, send out executive summary for severity 1 and severity 2 incidents.
  - ⚙️ Provide on-call support for severity 1, severity 2 and severity 3 remedy tickets.
  - ⚙️ Send out reply/resolution to ad hoc requests/queries received from boundary teams as per SLA
  - ⚙️ User Acceptance Test (UAT) fixes validation for Vision application
- 🔗 For CSG/ACSR: Maintenance (Add/Edit/Delete) of user profiles for third part vendors
- 🔗 For Contract Automation: Maintain reflowing of accounts if they fall in the work queue
- 🔗 19x5 support is provided during weekdays and 9x2 support is provided during the weekends. Team consists of 11 employees (offshore and onsite).

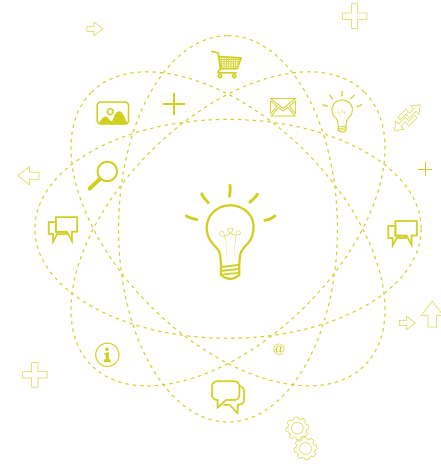


## PISERVE SUGGESTED SOLUTIONS

PiServe suggests implementing Global Network Delivery Model (GNDM) in conjunction with utilizing its current experience, working with the customer towards the following objective:

- ☞ Provided flexible, cost-effective, 24x7 technical and functional support services to the customer – 24x7 or 16x7 support coverage using offshore/onsite presence as per the application requirements
- ☞ Delivered 24x7 production support for critical applications through either offshore manned or on-call support for further cost optimization
- ☞ Studying and analyzing 'As Is' support processes
- ☞ Due diligence cube analysis for various applications in scope to identify the size, work volume and complexity involved, which also helped to rationalize shift model and rotation for support team.
- ☞ Application area centric transition approach for efficient transition and sign-off process • Shift overlapping of PiServe resources with onsite contractors/external vendors for optimal transition timeline.
- ☞ Cross-trained pool of resources to improve the support coverage and manage different BSS production applications.
- ☞ Enhancement of current support processes by offering optimum technologies and automation tools.
- ☞ Touched building knowledge base for support areas to enhance the productivity of support team.
- ☞ Adopted managed services delivery model to improve productivity and operational efficiency









## Phased Approach for Transition and Service Delivery

PiServe implemented phased approach for transitioning various application areas aligned with the production support activities:

### **Phase 1: Transition – Seamless transition of current support services**

-  Transition based on individual application's complexity analysis
-  Studying and analysing 'As Is' support processes
-  Preparing operational run book describing support functions, processes and procedures, as transition deliverables
-  Preparing transition checklist for the following validation:




Knowledge Transfer

Secondary Support

Primary Support

Steady State Support

### **Phase 2: Stabilisation – Manage and stabilise services**

-  Implement service level agreements – Define, measure, analyze, improve and control the relevant SLA metrics
-  Implement metrics and reporting framework for Key Performance Indicator (KPI) measurement
-  Focus on incident, problem and knowledge management through Information Technology Infrastructure Library (ITIL) framework – monitoring and analyzing critical problems





**Phase 3: Standardisation – Innovations and continuous improvements**

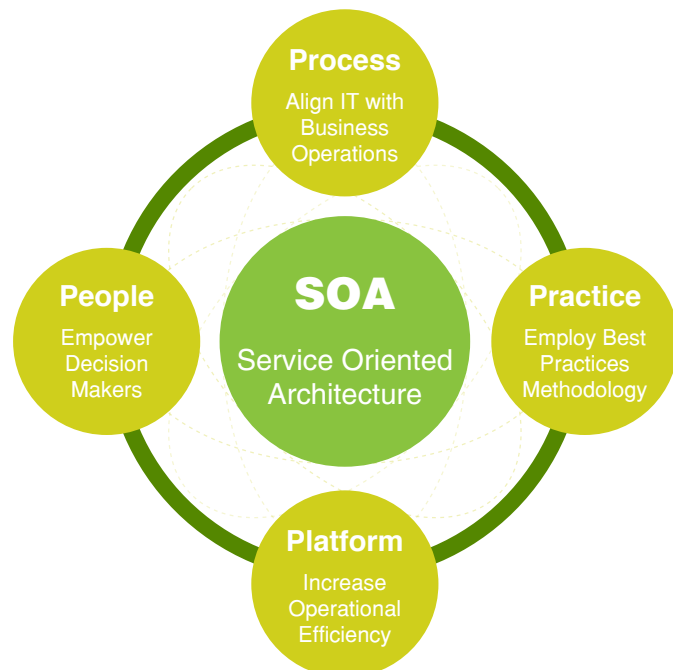
- ⚙ Tools and Processes
- ⚙ Leverage PiServe tools, best practices and production support processes  
Service optimization through transformation and continuous service improvements
- ⚙ Process improvements through automation tools and technologies
- ⚙ ITIL aligned integrated process deployment
- ⚙ Form and update BSS Production support Known Error Data Base (KEDB)
- ⚙ Provide proactive resolutions based on KEDB

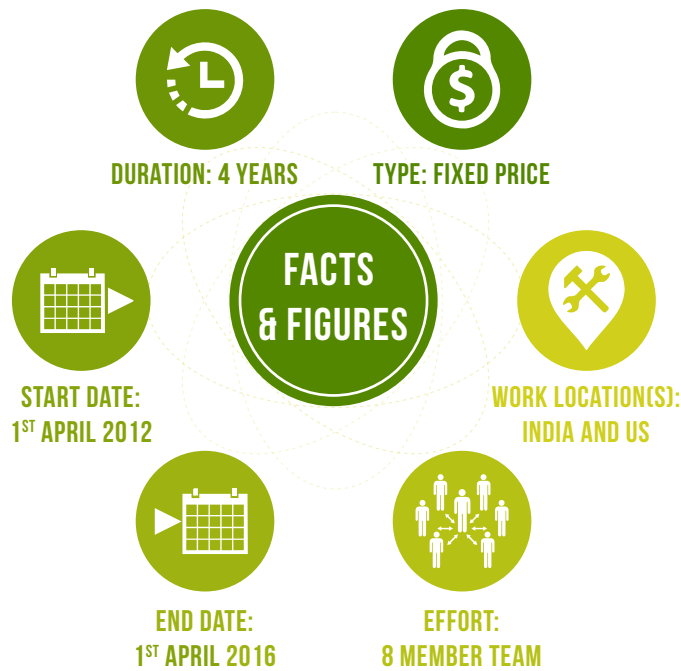
## TECHNOLOGY & TOOLS

### Service Oriented Architecture (SOA) – Web Services

Tools used:

- ⚙ SOAP UIa
- ⚙ SQL Developer
- ⚙ MySQL Server
- ⚙ Microsoft Visual Studio 2010
- ⚙ VBS Editor
- ⚙ Remedy
- ⚙ Fiddler








## BENEFITS TO THE CUSTOMER

Business benefits provided to the customer are as follows:

Using various automation techniques and tools (Oracle SQL, C# .Net etc.), PiServe delivered automated processes for operational metrics reporting to eliminate manual effort spend after such cumbersome processes that allowed customer personnel to focus attention on core production support activities and customer impacting production issues.

-  Improved turn-around time for various support activities involving incident resolution, problem management and metrics reporting to the customer’s senior management
-  PiServe utilized its Global Network Delivery Model (GNDMTM) to support the project in an onsite/offshore mode, delivering efficient and cost effective support model.
-  Delivered production support services agreed up on SLA for change management, problem management and operational activities.



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**THANK YOU.**

For any information please reach us at : [contact@piserve.com](mailto:contact@piserve.com)