

Providing competitive edge for a leading Mobile Operating system provider by setting up a world-class Offshore Development Center



/// CASE STUDY

Highlights

Setting up of an ODC for a leading mobile applications service provider

Client Type

Smart Phones

Industry

Manufacturing

Type of Work

Operating System Development and validations

Skill Set

Infrastructure/technologies: Smart phones/ Reference boards

Protocols: Wireless-GPRS / Bluetooth /IRDA /SyncML

Hardware: Reference Boards, Nokia and SE prototypes

Network components: TCP/IP, SIP, RTP, GSM, IRDA, Bluetooth, Frameworks-Multimedia, Graphics- User Interface, Base Services, Kernel, Messaging, Device Provisioning, Internet & Web Services

Software packages: Symbian C++, Core Java, Perl Scripting, Carbide, Code Warrior, Perforce

Mphasis helped in setting up a world-class offshore development center for a leading mobile applications service provider just in three years.

Client

Leading mobile applications service provider

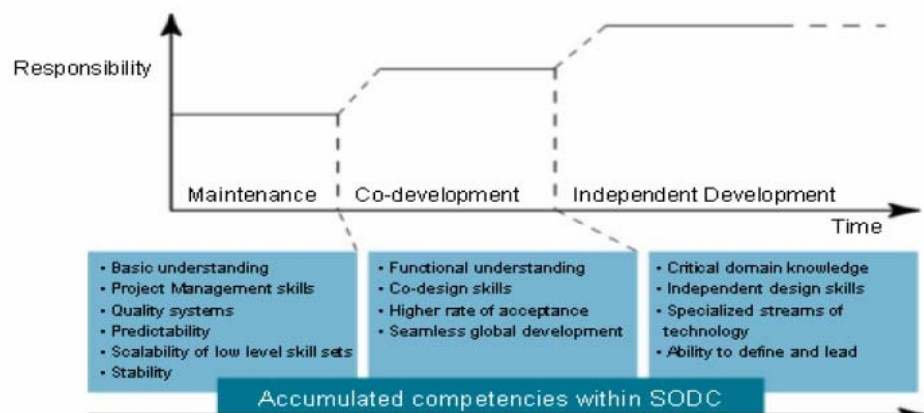
Objectives

To set up an Offshore Development Center (ODC) with the following objectives:

- Increase risk control
- Broaden access to a global talent base
- Deliver further functionality whilst maintaining the same cost base
- Provide a broader development capacity for customers and partners
- Take advantage of time differences
- Reduce overheads, free up resources
- Offload non-core functions
- Establish long-term, strategic relationships with world-class service providers to gain a competitive edge

Scope of the Solution

To build the ODC with 250 experts

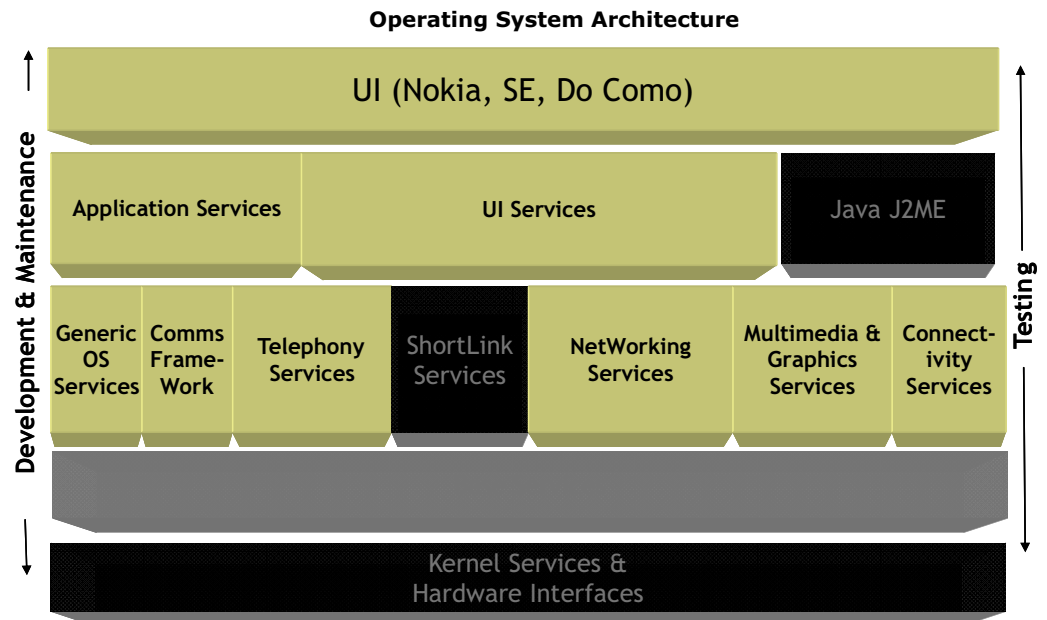


Challenges

- Ramp-up: Lack of skilled resources, Induction of new staff and making them productive within short duration, Retention of staff
- Knowledge Transfer: Understanding expectations, lack of functional, architecture and design documentation, communication and cross cultural understanding across teams, development life cycle and procedure
- Process Synergies: The difference in the quality processes and methodologies

Solution

- Assessment of processes to help them ODC SEI CMMi certification
- Maintenance and Testing for specific UI
- Development for different features and enhancements
- Maintenance and enhancement of earlier versions
- Transition of ODC to BOT (Build, Operate, Transfer) Engagement



Benefits

- Successful establishment of large offshore development centre
- Providing robust process based platform to streamline development processes
- Identification of gaps with respect to processes and tools which hindered easy flow of information and established remote development centre
- Access to a global talent base
- Competitive edge with world-class service providers

About Mphasis

Mphasis is a leading Applications, Business Process Outsourcing, and Infrastructure services provider. The company delivers real improvements in business performance for clients through a combination of technology knowhow, domain, and process expertise. With currently over 36,000 people, Mphasis services clients in Financial Services, Communications, Media & Entertainment, Healthcare & Life Sciences, Manufacturing, Transportation & Logistics, Retail & Consumer Packaged Goods, Energy & Utilities, and Governments around the world. To know more, visit www.mphasis.com

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