



## Production Support for a **Leading US Based Human and Health Services Provider**

### Client

The client is a leading healthcare administrator in the United States, Canada, Australia, UK, and Saudi Arabia. The client focuses on end-to-end solutions for public human and health services programs. They provide solutions that lead to efficient and effective public programs that help local governments reach beneficiaries across several states. Opteamix partnered with the client to enhance and maintain several of its software products that support US and international markets.

### Challenges


The client wanted to outsource their production support and technology operations covering 24x7, using a cost-effective solution, to enable them to concentrate on strategic initiatives. They wanted to use global delivery to create a single (onshore and offshore) team using a “follow-the-sun” model to optimize the utilization of onsite and offshore resources.

The biggest challenge in executing this engagement was streamlining the coordination between the offshore and the onsite teams. Some of the other challenges posed were:

- ▶ The SLA requirements were very stringent as it involved data related to human and health services.
- ▶ The client was focusing on reducing IT operations costs through increased productivity and by adopting a metrics-driven SLA.
- ▶ The new team had to understand the varied production environments that they needed to manage.
- ▶ Given that the processes were very complex and detailed, the standard operating procedures supporting these processes had grown and compounded over time.
- ▶ Opteamix had to acquire knowledge from the existing team within a limited time frame.
- ▶ Providing remote (offshore) access to all the production environments.

### Solution

Opteamix built a reliable, cost-effective, process-oriented Global Delivery Framework that not only ensured quality delivery of production support services using both onshore and offshore resources but also helped in reducing the cost of operations through process efficiencies and improved productivity.



The client's main objective was to contain the cost of operations without altering the quality of service delivery. In order to achieve this, we provided the client with production support and maintenance services using our Global Delivery Model.

We provided a flexible support model on a 24x7 basis, using both onshore and offshore resources as a combined team. The technical support teams were quickly mobilized with staff ramp-up and training taking maximum priority. Technical leads from India were available at customer site to acquire knowledge and impart it to the offshore team. We also created a knowledge repository and KEDB (Known Error Database) to serve as a guide and reference while ensuring quick resolution of issues.

A metrics-driven SLA meant continuous performance tuning for every transaction. This prompted our team to build several automated processes to improve the quality of work and thereby reducing the number of production tickets.

## Value Delivered



Opteamix was able to bring in the necessary technical competencies and experience to achieve the client's objectives and has been able to achieve all SLA targets since the beginning of this engagement.

Some of the key benefits the client achieved by engaging with Opteamix are listed below:

- ▶ Significant savings in effort and improvement in productivity by 60% due to the deployment of the onsite/offshore model, optimizing the operations based on utilization and introduction of several automated processes.
- ▶ Clear ownership and accountability for services.
- ▶ Objective evaluation of services and clear identification of improvement areas provided flexibility in scope and operation.
- ▶ Overall increased depth and coverage of support operations.

## About Opteamix

Opteamix is a digital automation technology consulting firm with deep expertise in Application Development, Robotic Process Automation, Artificial Intelligence, DevOps, Enterprise Mobility, and Test Automation Services. We are headquartered in Denver, Colorado with a wholly-owned delivery center in Bangalore, India.