Product Management through Integrated Product Life Cycle Management (iPLM)

OVERVIEW & BUSINESS NEEDS

The client is a leading provider of Association Management product for member-centric organizations. The client had developed a unique product, based on a flexible and high-performance platform, aimed at optimizing member services for end users. The product was developed to assist companies achieve new levels of productivity and member service excellence.

The client presented the following business needs to RSI:

- Provide product development, maintenance & support for Association Management product
- Adding new features in the product to assist customer stay ahead of the competition in the market
- Support the product in different version and on different technologies
- Support multiple clients by addressing client emergencies and performance issues along with new product development

CHALLENGES

- Supporting 100+ clients on more than 15 product versions
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- Upgrading the client's product to a higher stable version
- Reducing turnaround time for ticket resolution & testing
- Ability for visual querying and reporting

OUR APPROACH & SOLUTION

Product Development Solutions:

- SCRUM methodology for product development
- Designed a unique product that consists of advanced
- Capabilities of enterprise, e-business, and analytics

- Delivered new versions & features in the product and
- helped customer stay ahead of the competition in the market
- Managed product versions for multiple customers

Testing Solutions:

- Maintaining scripts for all the different versions of the
- Product in Quality Center
- Created automation framework which helped in expediting
- The automation process
- Prepared Golden Image Server for multiple environments of
- The different versions of the product

Product Support & Maintenance Solutions:

- 24X7 support/service
- Complete-cycle of 2nd and 3rd level support and maintenance
- Built an expert team that offers functional/architectural services and third party tools to handle any support needed by customization, customer support or other support teams
- Use of tools such as Parature, VSS and having a well-defined process for best of the support services
- 20+ new customers 'GO LIVE' with their customizations and 30+ product upgrades to new product release in last one year

TECHNOLOGIES USED

- .Net
- Microsoft SQL Server
- API Framework