

Offshore Development & Validation Services

FAST FACTS

COMPANY

Schneider Electric, Leading MNC in the Power Sector

GEOGRAPHY

USA

Area Of Application

Online Energy Management

PROJECT DURATION

T & M project on-going for the last 3.5 years

INDUSTRY

Power

PLATFORM

- C#.Net, ASP, ASP.Net
- Java, JavaScript
- C++, VC++
- MS Visual Basic
- MS SQL Sever
- Manual Testing
- Quality Center

ABOUT AXCEND

Axcend is a full spectrum IT Solutions Company offering a unique value proposition to clients with strong interleaved understanding, a common thread that runs through integrating business concerns, domain expertise and IT skills.

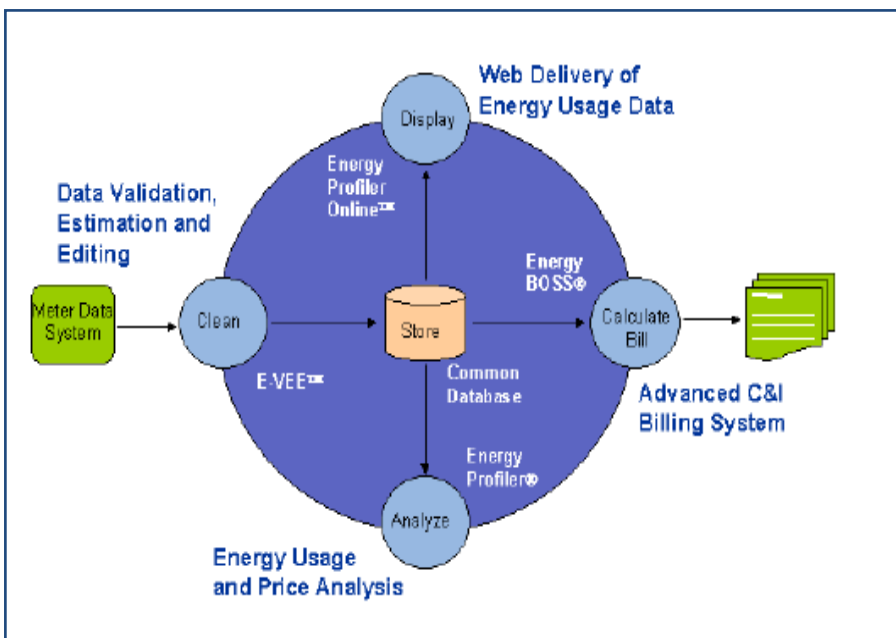
Furthering its commitment to offer reliable solutions, Axcend has been accredited with quality validation of CMMI Level 3 & ISO 9001:2000 Certification.

COMPANY

Square D [formerly, Power Measurement Inc.] is a brand of the leading MNC - Schneider Electric. Square D specializes in providing enterprise energy management solutions that help control the cost, quality and reliability of energy.

CHALLENGES

The client was in need of total project outsourcing services for their entire range of Energy Management System products. They intended to have specific development & testing requirements for each module completed in a timely manner, with immediate defect reporting and quick bug fixes. Also in addition, the client required reporting at the end of each test pass. The requirement is continuous in nature so as to take care of all product releases. Later, the client also intended possible requirement specifications & development activities to be outsourced to take advantage of offshoring benefits.



SOLUTION

Axcend provided the client with a complete product development & test outsourced solution to ensure the company met their product requirements for its timely product launch. Axcend initiated development & validation services to determine for the software application. The solution was in line with the client specific needs. All modules of the product were developed & tested in with a defined process.

The teams received training on the application, development bug write-up and submission procedures to ensure information was presented in the client specific format.

The tests are conducted online in the test server which is accessible to both development & test teams. Periodic requirements & schedules are communicated across the teams who are located at geographically, progress meetings are conducted over web.

Based on customer delight & successful implementation of the testing projects from Axcend, requirements analysis and development activities for various functional modules of the Energy Management Systems have been undertaken offshore with dedicated machines for the developers through remote servers from the client location. Even production issues are handled by developers from Axcend. Thus, Axcend has gained immense knowledge working with such a client and is there is a smooth flow of the project life cycle.

BUSINESS BENEFITS OF OFFSHORING

- Cost reduction up to 60%
- Improved QA processes
- Seamless onsite to offshore team extension
- Quicker resource ramp up
- Rapid implementation
- Retained domain knowledge

Customer Speaks

The engagement of the Axcend management team, as well as the flexibility and the "always ready to help" attitude really proves that Axcend is definitely more than an outsourcer. It is a real partner.

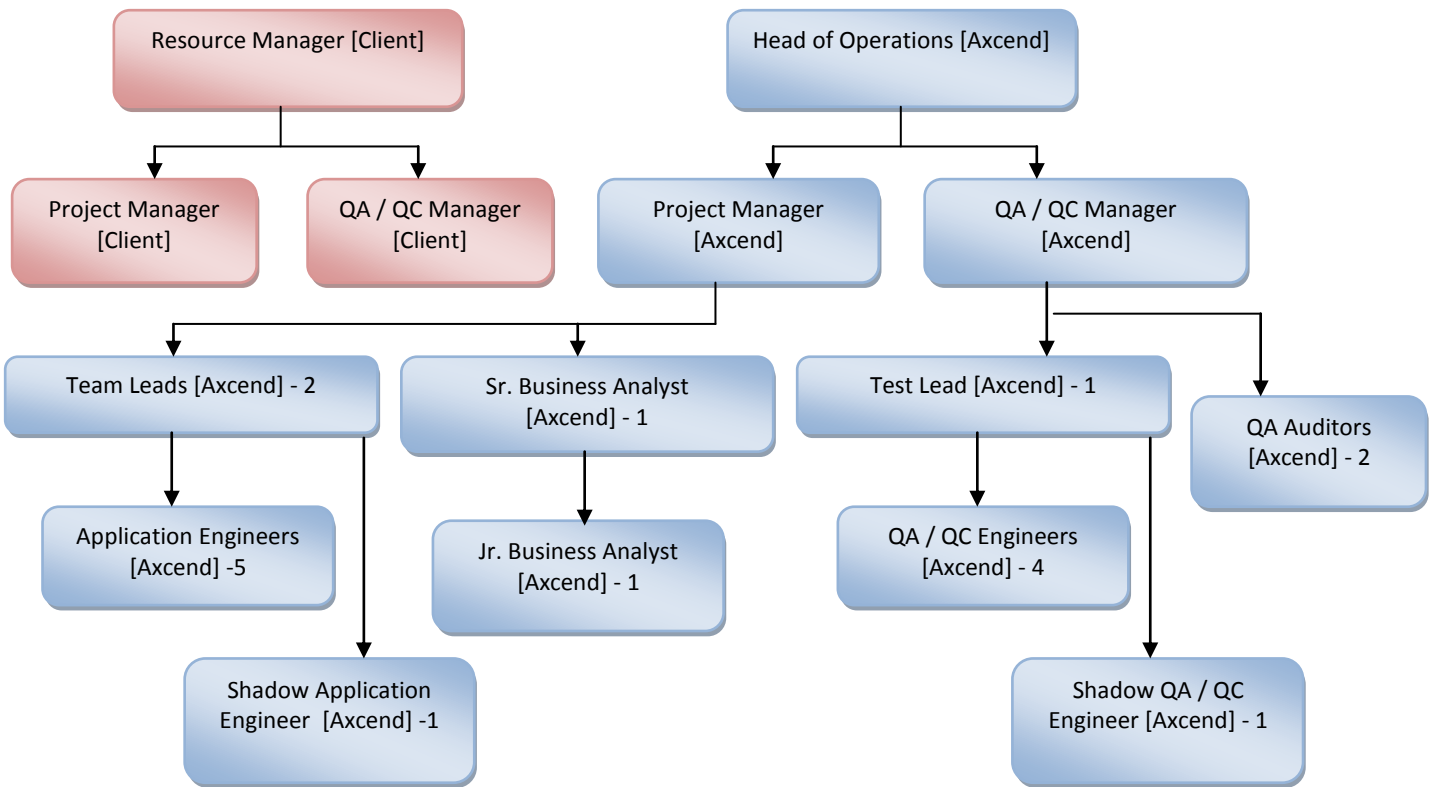
- Laurent Coene, Schneider, Inc.



DATA MANAGEMENT & SECURITY

- Remote Server Data Management
- VPN Client to connect to the remote server
- Dedicated Machines for Developers connected via VPN Client
- Internet connection and laptops to team members for accessibility around the clock

Team Structure & Size



PROJECT MANAGEMENT METHODOLOGY

While most of the project management activities are directly managed offshore by the client themselves, certain parameters such as people management, skillset up-gradation and review of work products are the key responsibilities of Axcend. CMMI Level 3 procedures are followed in all phases of the project lifecycle to ensure that the development & testing activities are inline to the customer’s objectives. Audits are conducted by internal auditors to ensure that quality and smooth functionality are in process.

COMMUNICATION

- Weekly status meeting through teleconference
- Daily communication using Windows Messenger or Yahoo Messenger & E-Mails
- Monthly team meetings between the Schneider team and Axcend members is conducted to communicate updates and discuss concerns or issues (which includes members from business analysts, developers, testers to managers)

RISK MANAGEMENT

- Time difference, always need to be available online on Yahoo messenger
- If the remote server is down, then one man day goes un-productive for the professionals as it lacks immediate attention due to the time difference