



Customers goal

- Analyzing the technical and functional structures of supportlandscape.
- Transferring a migration plan for optimization and a controlled operation.

Project results

- Realizing a plan after finishing the tendering stage.
- Implementing a standard Data Management System under the framework of integrating insourcing and outsourcing organizations.

Consulting

Advisory

Services

Initial situation

- Supportcenters are in an efficient status at this moment.
- Inventory of technical and functional Situation does not exist.
- Customer requirements have to be outsourced to a provider for strategic reason

Customers benefit

- Definition of KPIs for efficient reporting.
- Defined approach of monitoring functional and technical tests