

Case Study

Service Transition – App Portfolio



1. Introduction

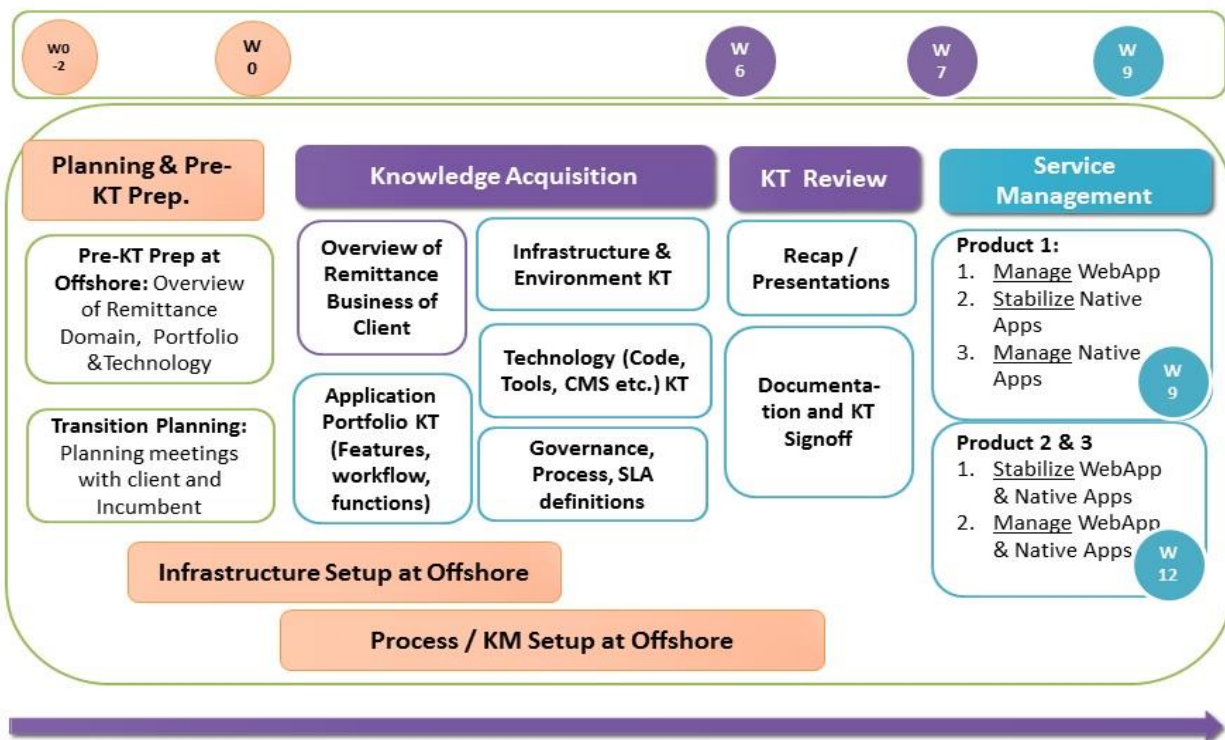
Customer is a digital payment services company with its Service and Customer portfolio catering to all the stakeholders in the payment processing cycle i.e. Institutions, Merchants and Consumers. Customer has third largest market share in Indian payments gateway market.

2. Problem Definition/ Engagement

- Cross border Remittance Products are Customer's flagship products with 24 operating corridors across North America, United Kingdom, Europe, Middle East, and Asia Pacific
- The objective was to manage the portfolio of mobile channels i.e. Apps and Mobile Websites by taking transition from the existing vendor and run it through Application Management Engagement and Improved Service Efficiency
- Two channels – Mobile Site and Mobile Apps
- Technology:
 - Mobile Site – PHP
 - Mobile Apps – Titanium - Appcelerator

3. Transition Methodology

- We proposed and plan to achieve the Knowledge Acquisition in 7 to 9 weeks and start the Application Management within period of 9 to 10 weeks from the start of the Knowledge Transition with following sequence of phases
 - i. **Planning and Pre-KT Setup:** To fully plan the KT to its finest details and make team aware of the domain, technology and application portfolio
 - ii. **Knowledge Acquisition:** For better control, divided into logical chunks
 - iii. **KT review:** To enhance the confidence of the client in the quality of KT and signoff of KT deliverables
 - iv. **Service Management:** In phases, Stabilize and Manage the Portfolios

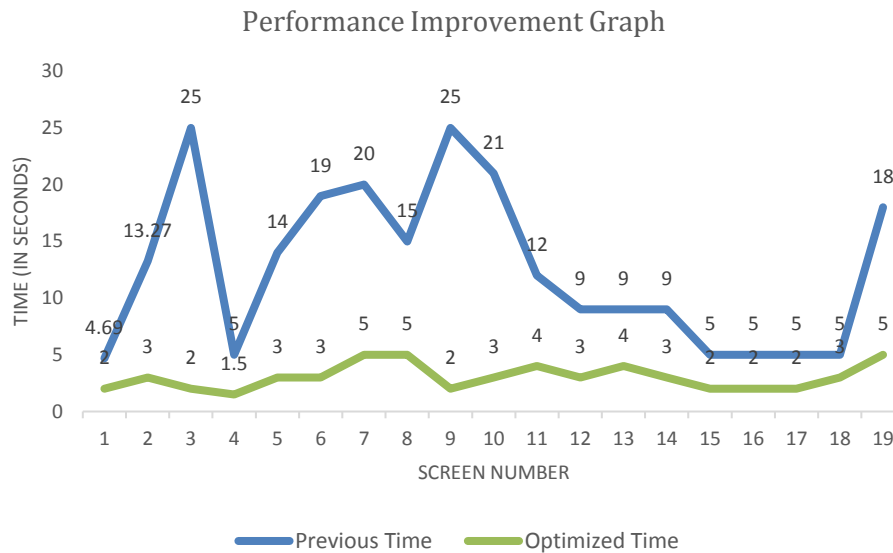


4. Salient Features

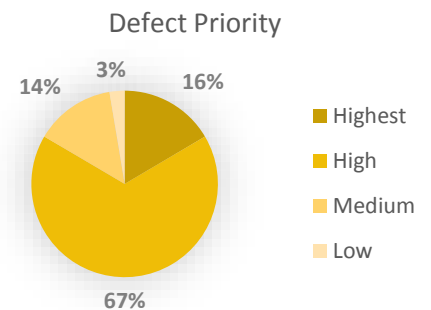
- **Knowledge Transfer (KT):**
KT sessions were planned with Client and Previous Vendor. We created a team of Tech Lead, Domain Expert, and Senior Developer for on-shore KT sessions. The entire Knowledge Transfer from Client and Previous vendor was done within a week's time. Managed Capacity Engagement Model was opted.
- **KT Review:**
In KT review, we documented Client's end-to-end Remittance Engine and Remittance Product. This helped the Client in baselining their documents. Following topics were considered in KT review documentation:
 - Client Remittance Business | Client Remittance Products | Stakeholder's – Business and IT | Expectations of Stakeholders | Remittance Product Portfolio | Functional Scope of Remittance Portfolio | Remittance Portfolio – Comparative Analysis | Application Portfolio – Current Status | Remittance Engine | Transaction Flow | Flagship Product – End-to-End Work Flow | Infrastructure, Environment and Licenses | Production Support Process
- **Baselining:**
 - **Topics of Analysis:** The Analysis is classified into following sections:
 - Manual Source Code Analysis
 - API Calls and Performance
 - Web Services and DB connectivity
 - Automated Code Complexity Analysis
 - **Types:** The findings and recommendations are classified into various types and duration as:
 - **Types:** Maintainability, Hygiene, Performance, Transformational and Optimization
 - **Duration:** Immediate, Mid Term, Long Term
 - **Pattern:** A Collective analysis of these findings led to a pattern with respect to goals and duration

5. Current State

- **Post-Performance Engineering Result:**
 - Average Performance Improvement: **70%**
 - Maximum response time of the select pages: **5 Seconds**
 - Average response time of the select pages: **3 seconds**



- **Defects:**
 - Defects were received from Client on continuous basis
 - Analysis of all the defects was done by our team
 - Observations were shared with Client on regular basis
 - 83% of defects were Highest/ High priority defects
 - Target of one month was set to resolve all Highest/ High priority



- **Change Management Notice (CMN):**
 - CMNs were received from Client on continuous basis
 - Analysis and Estimates for all CMNs were shared with Client as and when received
 - 55% of CMN were highly complex CMNs
 - CMN priority was set by Client

