

Infogain provides AMS driven by certified transition experts taking complete ownership of client's core product

Infogain owns development, support and test automation along with advising stakeholders for future developments.

Client Background

Our client is a leading global partner for integrated experiential marketing solutions for live engagements including expositions, conventions, corporate events and exhibitions. They help brand build powerful experiences to drive discussions and decisions.

Business & Technical Challenges

To achieve business growth and operational efficiency, the client required a strategic technology partner to help them transition their monolithic integral business application. The current application was inadequate for existing operations, and they wanted a partner to operate, enhance and subsequently help them phase out the application. Key pain points included:

- Breakdown down of application during major events/ peak load
- Performance Issues
- Lacking auto scaling features

Infogain Approach

Our solution is a two-phased approach, beginning with Application Management Services (AMS) support and then transformation through innovation backed by Infogain IPs such as UAP - our advanced automated testing solution and iPMO. Our approach includes:

- Work on identified bottlenecks for performance issues – UI Layer, API Layer and WCF Layer
- Provide dedicated team for transition to manage support, development & test automation
- Provide digital Innovation roadmap for optimized customer experience
- Deliver projects in line with industry best practices such as Agile, CI/CD, DevOps - GIT
- Transform from regressive testing to progressive testing with UAP & PAQ, thus increase in ROI by reducing cost of ownership & higher test coverage with integrated testing
- Work with steering committee & key stakeholders and advise them on future solutions

Technology Stack Used

NET → (C#, MVC, WCF, Web API)

Backend → SQL Server (SSIS, SSRS, ETL)

Development Tools → VSTS, TFS, GIT

MSMQ → N-Service Bus Script → Knockout.js

Business
impact
delivered



Cost



Revenue



Speed-to-
Value



Risk



Innovation

Key Benefits

The client received the following benefits from Infogain's services:

- Dashboard-based performance monitoring to keep track of deliverables
- Annual operating cost for running application brought down to 67% of previous year baseline
- Improved quality – Active involvement in infrastructure changes
- Improved ROI in terms of program tracking, release management and scope management
- Introduced operational efficiencies to run and update the current application from as-is to future state in a progressive step-by-step manner

Infogain Edge

Infogain has over 20 years of experience in application development and support space, handling critical applications for Fortune 500 companies. More than 34 live clients are using a proven AMS services framework set up by Infogain experts.

About Infogain

Infogain is a Silicon Valley headquartered company with software platform engineering and deep domain expertise in travel, retail, insurance and high technology. We accelerate the delivery of digital customer engagement systems using digital technologies such as cloud, microservices, robotic process automation and artificial intelligence to our clients.