



CASE STUDY

# APPLICATION SUPPORT MEDIA INDUSTRY



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## About Client

One of India's leading media organizations and publishers of one of the world's largest circulated daily newspapers (more than 2.5 million copies daily), in addition to 40 other print publications, FM radio stations, Television stations and a strong online presence.

## Business Needs

The client's application estate consists of a large number of technologies – legacy [PowerBuilder, VB, Clarion], ERP (SAP ECC6), applications built on Java, .Net, Liferay and newer technologies like Angular, Node, Mobile etc.

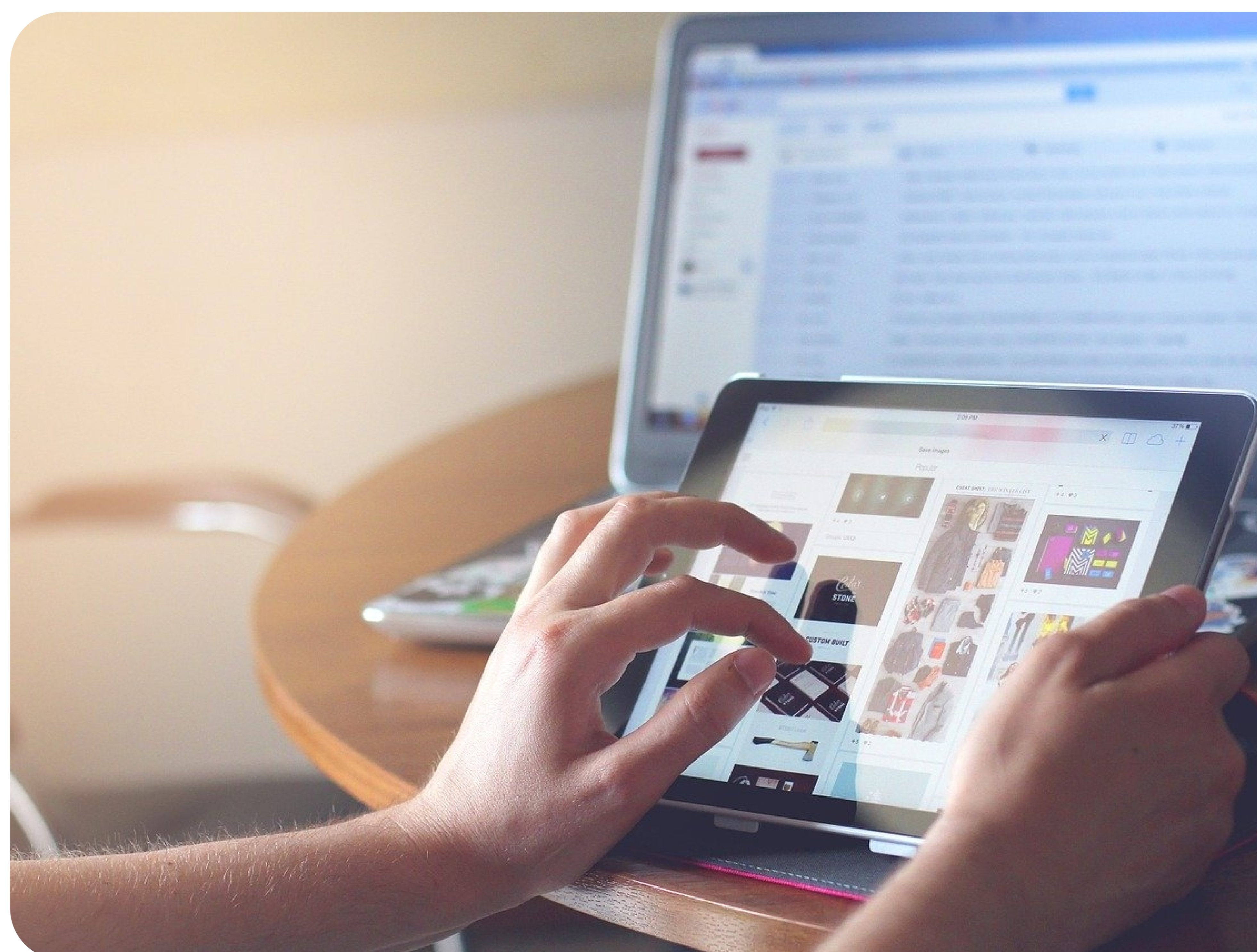
The client wanted a reliable partner who can manage their entire IT landscape on a managed services model and provide them reliable and predictable delivery and consistent productivity improvements

## CCS Solution

- A well-defined and robust process for Support and Maintenance
- Dedicated team with 24x7 support
- Teams were structured along technology and product lines
- Approximately 20 FTE for production support and 70 FTE of maintenance support
- Trusted partner for more than 30 years
- Both on-site and offshore resources

## Business Impact

- Strong knowledge retention
- Significant contribution towards new transformation initiatives
- Delivered consistent productivity improvements of more than 10% you.
- On-going team optimization and training to ensure attrition and escalating costs do not affect client
- One stop IT partner for all their IT needs
- Support for doing UAT of standard products





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