



Software Maintenance Outsourcing

The Client:

The client is a global shipping company that serves the world's leading oil and gas companies. With over 6000 employees in offices worldwide and a fleet of over 150 ships, the client requires consistently reliable software support and maintenance.

Challenges:

The client needed a partner to help support applications used both on-shore and off-shore.

They required a reliable partner that had a flexible team with a variety of skills to help support their applications.

The client also required a flexible cost structure that allowed scalability.

In addition, the client wanted a partner that could work on-site when required.

Solution:

Optimus provides two levels of service: support and maintenance.

Support: Optimus supports daily issues raised by users around the world. Once an issue is reported, Optimus will troubleshoot and resolve the issue in a timely manner.

Maintenance: Optimus' development team provides proactive maintenance to the applications. Optimus' hands-on expertise gained by troubleshooting issues allows them to foresee potential areas of concern.

Benefits:

With Optimus' help, the client is able to achieve high levels of productivity and user satisfaction while maintaining reliable support.

The client now has a deep partnership with Optimus which enables better support for their entire fleet and enhancement of the existing system.

The client also enjoys the benefits of partnering with a local company while achieving an attractive cost structure.

Conclusion:

Optimus' development and testing expertise, coupled with a Hybrid Delivery Model, provides clients with a highly scalable, flexible and cost-effective model.

Optimus' knowledge of the client's business has helped the relationship extend to Business Intelligence and other areas.

“Working with Optimus has allowed me to enhance capabilities and bandwidth of my team. Now we can bring new releases faster and have a higher level of user satisfaction.”

~IT Department Manager

To learn how Optimus can be your flexible technology partner, email us: info@optimusinfo.com