

Our maintenance services lower total cost of ownership and increase competitive advantage



Our client is a developer of technology-enabled knowledge and education solutions for improving business performance, minimizing risk, and assuring regulatory compliance. A Deloitte Technology Fast 500 Company, they are part of a larger corporation; the parent is a worldwide education services leader and a subsidiary of The Washington Post Company (NYSE: WPO).

The Need

Our client's technology solutions, offered via a Software as a Service (SaaS) model, enable the efficient distribution and audit-ready documentation of critical information including SOPs, Codes of Conduct, and policy updates. Information can be disseminated on demand to all responsible parties for review, validation by e-signature, and creation of regulatory-compliant documentation. Recipients - regardless of location, language or literacy level - can be tested for comprehension of information and immediately supplied with additional assistance if necessary.

Data showing program status, employee participation, and learner feedback are accessible in real time, enabling optimal oversight, management, and auditing of the overall program.

The company sought a committed partner to which they could outsource maintenance and support for their software products.

Marlabs Solution

Marlabs was selected to provide product sustenance services owing to our robust product engineering practice as well as considerable experience in software product maintenance and support.

High quality maintenance services assure product availability and customer satisfaction. These services include program error fixes, modifications to existing programs, and root cause analysis of defects. To meet changing customer needs, we develop program enhancements and modifications that go through a rigorous testing process prior to release to production. By constantly monitoring program performance, we make process improvements in the software as needed.

Our Technical Support services ensure that help is just a phone call away. Services include user support, production support, and servicing of customer inquiries.

Client:

Educational software provider

Technology Platform:

- Microsoft ASP, ASP.Net
- SQL Server 2000
- Windows 2003 Server Operating System

Benefits

- Enhanced quality, performance and accuracy of their products
- Faster time to market
- Reduced total cost of ownership
- Availability of history of defects
- Added stability of the product
- Improved software processes.
- Increased competitive advantage.