



## Offshore Development & Support

MindCraft has extensive experience in providing various services to clients through remote connectivity. This document outlines the services offered to one such client who specializes in Track and Trace Solutions.



### Reduced costs

By adopting the shared services model, the client reduced costs.



### Flexibility

The client opted for the pay per hour option



### Ask the experts

Instead of hiring technical experts, the client could draw from our pool of experts

### Client

The client is a technology driven company and a leader in providing comprehensive serialized data warehousing, traceability, and information management solutions which help improve productivity, enhance product quality and increase profitability.

Their solutions lead the market in collecting, storing, and analyzing serialized life history of events and objects which brings valuable insight into end-to-end supply chains and important business processes. Their software suites provide mission critical value in several vertical markets, including agricultural, pharmaceutical, retail and automotive.

The client's product for Track and Trace is an intelligent, serialized data warehouse. The solution can be easily tailored to meet specific industry vertical requirements.

### Challenges

The client was unable to get the required development and infrastructure expertise for their product. The quantum of work kept varying constantly. This did not justify the hiring and salary costs associated with having a pool of full-time employees with expertise in various skill sets on board.

### MindCraft's Approach

MindCraft composed a team of infra and development SME's to enhance and support the client's product.

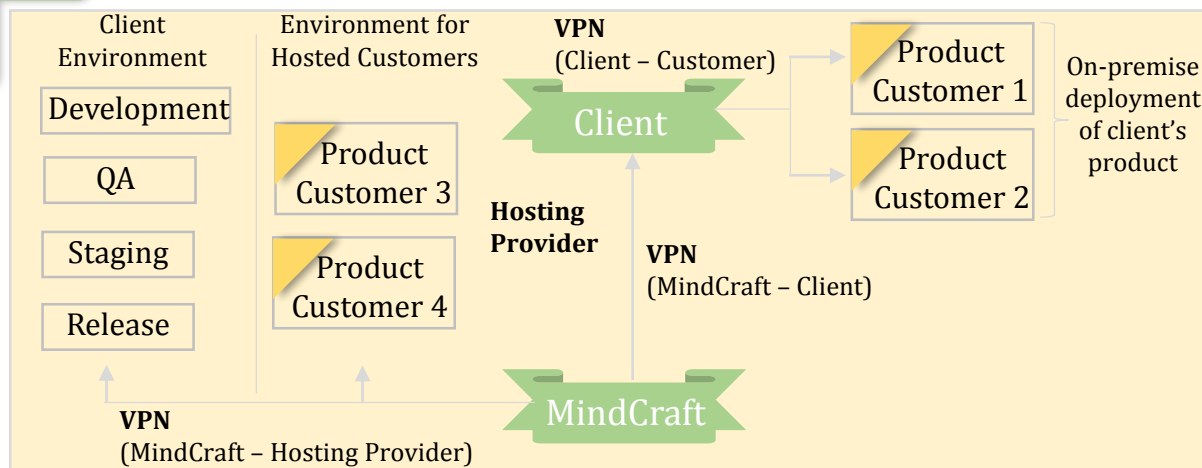
These consultants operate from MindCraft office on remote desktops and servers hosted at client's data centers.

MindCraft Supports the following types of environments:

- Test/QA/ Development environments
- Production environment for customer in hosted model
- Production environment for customer in on-premise model

Apart from enhancing and supporting the product and its installations, MindCraft also maintains and upgrades all technical documentation associated with the client's product.

MindCraft consultants follow Indian working hours with a one hour overlap for status updates with various points of contact with the client.



## Areas Covered

- Platform Infrastructure Support
  - Network Support
  - OS Support
  - Database Support
  - Application Server Support
  - MQ Support
- Development Services
  - Java/J2EE
  - Message Broker
  - PL/SQL
  - Cognos
- Technical Writing

## Shared Services

- For ad hoc requirements around installations, configurations, or even

unplanned development, MindCraft has introduced the concept of shared services wherein services of consultants from a common pool can be utilized and billing is as per actual time utilized. The minimum usage commitment in such cases is as under:

- 2000 hours in a year for Infrastructure Services
  - 100 hours in a year for any Development effort
- MindCraft maintains such a pool across its international customers and staffs it with commonly required skills such as Java, .Net, Application Servers and Database.

# MindCraft

MindCraft is a Software Services, & Solutions organization that helps customers get competitive edge through technology services like Digital Transformation, Business Insights, DevOps, Cloud and Middleware services. We possess unparalleled technical skills in niche technologies and abundant experience across Banking, Insurance & Financial Services industries. Established in 2002, we are a team of over 400 across India, Singapore & USA.



+91 22 4221 6200

+65 6652 3215

+1 (908) 750 6647

[www.mindcraft.in](http://www.mindcraft.in)

[www.mindcraft.com.sg](http://www.mindcraft.com.sg)

[www.mindcraftamerica.com](http://www.mindcraftamerica.com)