

## COLLABORATIVE DEVELOPMENT LAB – CASE STUDY

### CLIENT INFORMATION:

Leading Higher Education Software provider

### BACKGROUND:

- Premier platform for course management and delivery for Higher-Education
- Serving more than 5,000 institutions and millions of users
- Global and Diverse vendor base across IT causing various challenges

### PROBLEM STATEMENT:

- Required help in handling strategic projects with flex ability to scale up and down resources
- Needed a value added service provider (core product development, SaaS enablement, test automation, mobile engineering and performance engineering)
- Required help in executing strategic projects from the CEO's office that are high in impact, value and risk
- Desired a vendor that could also provide support at various levels

### SOLUTION SUMMARY:

- Long term partnership with “core” and “add-on” teams that can help in strategic and tactical projects
- Provided “very-high-quality-resources” across all initiatives
- Became the premier partner in key areas – Product Development, Test Automation, Mobile development and Strategic projects
- Dedicated support teams at Level 2 and 3
- Supported vision of C-level by owning up and executing critical projects around SaaS and Mobile