

Centre of Excellence Model

Our client is a **leading provider of enterprise transaction systems for government**. These provide the ability to track a wide range of transaction types like building permits, planning applications, licenses, complaints, violations, tax accounts, maintenance bookings, requests for service, and Inspections and link them to either an individuals/organization and/or a property/address. These applications are used by **leading local, regional, provincial and state governments in Canada and United States** for over a decade.

They recognized a need to re-engineer their flagship e-Governance suite of products for improved functionality, better performance, scalability and better usability.

Team Setup

After the initial study of the client's needs, ESSPL offered "**Center of Excellence**" solution to take care of maintenance needs of current product as well the re-engineering projects. This center started with a **Core Team** of a Project Manager and 5 members with Technical Skills in J2EE, PDA (Palm & Pocket PC) Programming, .NET framework, C# and Oracle, Informix, Sybase Databases which form the basis of new products.

A joint **Project Kickoff** was conducted for both Onsite & offshore team to establish a common **Project Execution Process** and **Development Methodology**. This helped in setting the right expectations from everyone.

As a part of **Communication Strategy**, it was decided to have a weekly **conference call** on every Tuesday and weekly **status reports** will be sent by offshore PM on Monday. In addition to this, additional calls can be scheduled based on the need. Similarly, **Issue Escalation, Change Management** and **Quality Assurance guidelines** were also finalized.

Work Flow:

This offsite team works as an extension of Onsite Team. Onsite Project Managers send the work to Offshore PM stating the **expected deliverables, Delivery Timeline** and **Work Priority**. In case there is any conflict in priority, Offshore PM gets it resolved from the Onsite. Offshore team identifies the tasks needed to complete the work and communicates back to Onsite team about the deliverables. Offshore PM provides **daily updates** to the Onsite PMs regarding work progress in addition to the weekly status report.

Outcome:

ESSPL's "Center of Excellence" has already completed a number of modules of projects helping CSDC in meeting its commitment to its customers. The resulting cost savings have helped the client in , launching new PAL mobile application.

Center of Excellence

Center of Excellence model is designed for our long term partners who wants to avail **all the benefits of Global outsourcing without significant up front investment**. It also helps in **retaining the system knowledge over the period across the projects**.

The customer gets a core team with skills relevant to their needs and this team works as an extension of the onsite team. Additional members can be added in the team as per the need.

Regular status reporting and conference calls helps in maintaining and meeting the expectations from both the sides. **The billing is on the monthly basis** for each team members. Customers don't have to worry about resource turnover as ESSPL absorbs all the cost related to resource transition, including knowledge transfer.

It suits the ongoing maintenance and enhancement projects where the detailed requirements can not be well determined in advance, projects with very short deliverables. Multiple projects can be executed at the Center.

ESSPL Solutions

ESSPL is a leading Software solution provider headquartered in Bhubaneswar, India. ESSPL has extensive experience in developing business applications & system utilities on most of the major server, desktop & mobile handheld platforms. Our customer includes large multinational companies to software product & services companies and technology start-ups.

For more details, refer to our website <http://www.esspl.com> .