



CASE STUDY

## CREATING AN OPTIMAL DEFECT RESOLUTION ENVIRONMENT

OPTIMIZE

With Project Life Cycle Process Improvement

### THE BUSINESS CHALLENGE

A large, global organization needed AGSI's Business Process Improvement and Organizational Change Management expertise to help them develop a deployment methodology for their defect management process. The Client had already invested in a technology solution for handling service requests (SRs), but **did not have a complete process or the expertise to get the greatest benefit from it**. Though they were using a team of consultants from another firm to help manage their current SR process, they needed to better leverage internal resources and create a more efficient defect resolution process.

### AGSI'S HIGH-LEVERAGE SOLUTION

AGSI worked with the client through the project life cycle, from ensuring alignment with the strategy to live implementation. We took the skeleton of what had been created and fleshed it out to include processes around logging requests, workflow design, development, and unit to QA testing. The AGSI team facilitated knowledge transfer between the outside consulting team and the in-house team, and **developed processes and training to ensure a smooth transition** when the client brought on an offshore team.

AGSI was instrumental in helping the client develop processes and controls that allowed them to **maximize their offshore investment**. This allowed the client's onshore team and the offshore service provider's team to work together seamlessly.

### VALUE TO THE ENTERPRISE

AGSI's work helped the client **reduce their dependency on the outside firm, from 40 people down to 2**. Ultimately, the management of the process will be fully transferred to the client's organization. Because of the work AGSI did to help the client with its entire project life cycle, including process development, knowledge transfer and training, the company saw **improvements in its productivity and in its ability to respond to SRs**. The onshore and offshore teams working together helped to reduce the cycle time for request resolution and improved the efficiency of the process.

### IN BRIEF

**CLIENT:**

Global Company

**ENGAGEMENT:**

Business Process Improvement

**CHALLENGE:**

Maximize use of onshore and offshore resources to create a stronger resolution process

**OUTCOME:**

An optimized new process improved productivity and service response, reducing third-party consulting resources from 40 to 2