



OVERVIEW

A significant broadcast media company was in search of a capable managed services provider to assist with post-go-live support for a major technology initiative. Prior engagements with implementation partners had proven unsuccessful due to the lack of experienced senior-level resources in cloud technology. Within the project also existed the need to offset costs associated with technical and functional support across a range of SaaS, PaaS, and IaaS environments.

GOALS

Given the magnitude and scope associated with a project such as this, it's not surprising that the goals set forth were wide-ranging, covering operational, strategic, and financial concerns. Given the troublesome track record with previous technology partners, these goals were a key driver in the MSP partnership moving forward.

Cost Savings - To save money over the four well-known implementation partners while receiving better quality, thereby accelerating ROI.

Efficiency - Establishment of tight SLAs, strong communications, and well-developed processes. This requires dedicated onsite project management and off-shore resources, all having a firm grasp of the technologies and respective best practices.

Productivity - Requiring that the offshored team be structured to operate within the client's US time zone.

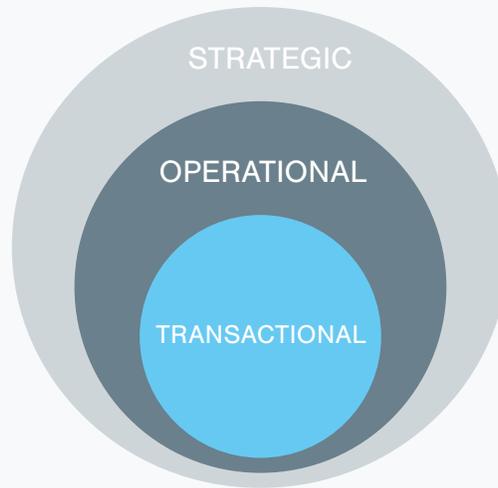
SOLUTION

Under the XTGlobal Cloud Lifecycle Management MSP offering, the Premier Service Option was delivered with a dedicated CSM, dedicated functional support specialist and dedicated technical support teams.

Technologies Utilized		Resource Structure
<ul style="list-style-type: none"> • Oracle E-Business Suite 12.1.3 • Oracle Fusion HCM Cloud • Oracle Financial Cloud • SQL • PLSQL • WebLogic • SOA 	<ul style="list-style-type: none"> • MFT • OTBI • BI Reports • Dashboards • Smart View • Financial Report Studio • OIC 	<ul style="list-style-type: none"> • On-Site PM • Dedicated CSM • Dedicated Functional Support Specialist • Dedicated Technical Support Specialists

GOVERNANCE

XTGlobal utilizes a standardized supervision structure. To support a strong relationship with the client, a 3-tier governance model with (a) Strategic, (b) Operational, and (c) Transactional levels was implemented. XTGlobal worked closely with the client to tailor and integrate this approach with existing engagements, ensuring that different levels of communication occur at varying frequencies across all three tiers as mentioned below:



STRATEGIC

The XTGlobal Executive Review Board was comprised of its CEO, Project Manager, and Sr. Client Solutions Partner, tasked with engagement status reviews and maintaining regular discussions with the client executive team.

OPERATIONAL

At the operational level, XTGlobal's Project Manager and Sr. Client Solutions Partner will be responsible for ensuring compliance with client directives and standards. Also, XTGlobal was tasked with maintaining parallel process improvement in hiring, retention, and associate satisfaction while providing appropriately skilled project resources.

TRANSACTIONAL

The transactional tier was comprised of lead resources across all implementation areas, responsible for ensuring smooth delivery of services. The client's primary point-of-contact was the XTGlobal Project Manager, who also collaborated frequently with client-side contract resources.

OUTCOMES

1. The project was delivered both on-time and under-budget
2. Significant overall and ongoing support costs decreased
3. Improved response times to technical and functional challenges
4. Resolved over 200+ tickets since completion