



### Case Study: Project Cost Savings

A major telecommunications company reached out to Comrise for support services to reduce the cost of maintenance of the TEMPEST application.

- ❖ **Client**  
Major Telecommunications Company
  
- ❖ **Industry**  
Telecommunications

#### **Service Offering**

Production Support, Maintenance Development, and Troubleshooting

#### **The Problem**

Our client was spending over \$250,000 for the maintenance and upkeep of their TEMPEST application. This application had over 800 users at multiple locations throughout United States with 700 at 20,000 end customers. Our client was looking for a company that could provide the same quality of service at a lower price.

#### **Our Solution**

Comrise provided support services in the areas of maintenance production support, maintenance development, and technical trouble resolution for the TEMPEST application. The scope of work included: Production system operations, administration, maintenance, and infrastructure support, production data management and reporting, maintenance development, 24x7 technical support for critical system problems, and migration of the application functionality prior to system retirement.

#### **Cost Savings and ROI**

Our client saved 50% of their original spending outsourcing the TEMPEST project to Comrise. Because of our flexible business model, an end-result was produced which was able to further reduce their cost on the second and third year of the renewal of the application.

#### **Technologies Used**

Sun Solaris, Sybase, Perl, Netscape, Web Server