Rollout and QA Services for Consumer Goods Sales Application – Acer Inc

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TalentPace delivered fast and effective test coverage allowed Acer to roll out a new software product streamlining retail and wholesale sales processes in a quick turnaround time.

Customer Profile

Founded in 1976, Acer is one of the leading personal computer vendor in India and overseas. Acer India (Pvt) Limited, is a subsidiary ACER Inc, and was incorporated as a wholly owned subsidiary of Acer Computer International, Ltd. in 1999. Headquarters in Bangalore, India, Acer India (Pvt) Limited is a leader in key segments such as education, desktop computers and high profile notebooks for corporates.

Business Scenario

- Our client, decided to launch a new software product to stream line the process of retail and wholesale sales of electronic products like Laptops, Notebooks, Servers and Monitors. Their clients, value-added resellers (VARs), would do the product sales for their end customers, and our client would host the environment and software.

- should be an intelligent out-of-the-box software capabilities.

- Identify the gaps between the out-of-the box capabilities and what would be needed for a wholesale deployment.

- Develop and execute a mitigation plan to fill the gaps in lieu of the software vendor enhancing the software.

- Document the gap software requirements.

- Work with the vendor to ensure the software enhancements met the requirements.

- Rollout the software for all their VARs across India

Solution Delivered

- We have successfully countered the challenges with the established delivery model, methodologies and end to end application implementation lifecycle as per the CMMI framework.

- Keeping in mind all the critical factors and major concern of the client, we have provided cost effective solution in short turn around time with a well-qualified and very proficient team of 4 technical professionals to complete the entire rollout across India.

- Immediate attention to critical customer issues to achieve high customer satisfaction with in the agreed SLA's.

- Developed QA methodologies that were also adopted by their world Wide Technology Development teams.

- Complete Quality assurance and testing practice for critical IT initiatives.

- The client increased their trust and service levels and developed a workable strategy for improving the overall quality control methodology.

Challenges & Mitigations

- All projects have unexpected complexities, and this one did not disappoint. Unforeseen issues seemed everywhere. Although these complexities and issues are never fun, we take pride in our ability to be agile and adaptive and find a way to make the project successful no matter what curveballs are thrown our way.

- Unexpected Operational Cost Burden:

  Once the software was implemented and tested against the client's business model, a number of significant software issues were identified which, short of some major software enhancements, would result in both initial and on-going operational burdens for our client. Recognizing the issue, the Centric team jumped to action and worked with the software vendor to identify the requirements that would eliminate the unexpected burden. In parallel, we worked with our client to refine their existing internal order management and engineering processes to reduce the resources needed to setup a VAR and their customers. Lastly, we developed an automated toolset and a set of procedures for loading and maintaining end-customer data that could be utilized by a customer service rep instead of an engineer. These stopgap measures didn't totally resolve what the software enhancement would, but they did eliminate the need for additional resources, thus avoiding a huge jump in operational costs.

- Inadequate Implementation Toolset:

  Another significant hurdle involved how to load large amounts of customer data when new customers came on board. We recognized early on that the out-of-the-box mass data loading toolset would require significant manual data entry by engineers, had very little usable documentation and no standard implementation processes and procedures. A new solution was needed. We ended up designing and creating an enhanced toolset that could be used by non-engineers. We automated the data setup and entry-loading processes and defined a common set of processes and procedures (including user documentation and training) that could be replicated for all end-customer implementations.

Result

- This engagement was challenging not only because it was breaking new ground for our client, but because (as with all engagements) we encountered challenges along the way that allowed our team to be adaptive and creative. And even better, the client successfully launched their product months ahead of their competition and on schedule with their targeted release date.

TalentPace is one of the very well organized solution providers. They quickly understood our Business needs & put together a comprehensive plan & indeed completed the whole application development. This has assured us that we have selected an ideal partner to help us achieve our strategic business goals".

Srinivas V
Chief Information Officer
Acer India

About TalentPace

TalentPace is a leading new generation information technology and global consulting services company delivering IT enabled solutions to the customers from across the geographies. Deep industry experience combined with customer centric approach makes TalentPace a remarkable partner in successful business outcomes. Our strong commitment and demonstrable capabilities TalentPace always delivered measurable and sustainable services to our customers. For more information, please visit www.talentpace.com or write to us at info@talentpace.com

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