

Impact Support

BUSINESS NEED

For this client, the value is to provide consistent and reliable support for their client base by providing code fixes based on priority of Remedy incidents. Remedy is a software tool used for managing incidents. This financial solutions provider uses Remedy for their Impact product in which the customers are the different banks and other financial institutions. Currently, Impact is used by 43 clients ranging from different types of financial institutions ranging from small to large entities.

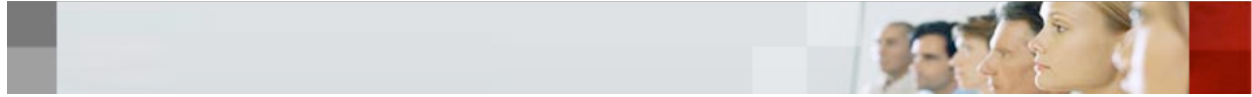
OPPORTUNITIES/CHALLENGES

The major challenge is that issues/defects raised by clients has to be understood and fixed in a timely manner as per client need.

enableIT SOLUTION

The solution implemented by enableIT allowed this financial solutions provider to offer accurate and reliable service when it comes to maintaining impact. Enableit consultants perform the following tasks

- 1) Work on remedies for analysis
- 2) Code change and testing
- 3) Respond to remedies in SLA time



VALUE OF INVESTMENT

This initiative will provide this particular client with the following benefits for the impact application.

- Support will be easier.
- Processing time will be less.
- It will reduce the development work.

Currently there are two types of customers 1) Customers who buy the actual product with support and infrastructure and 2) Customers who buy only product with support on their own infrastructure platform.

DOMAIN

Fixed income

TECHNOLOGY

Mainly IMPACT use AS400 for development and maintenance of product backend/database as DB2/400. Languages – RPGILE, CLLE, SQLRPGLE, SQL, Front end of product is JAVA enabled GUI.