



Chordiant Software, Inc. is an enterprise software provider of solutions that automate operational business processes to meet the needs of service-driven organizations such as retail banks, consumer credit, insurance providers, and tele-communications companies.

**Business Requirements**

- Establish initial offshore presence and build a solid baseline for Scalable growth
- Leverage Scale and Common Location by moving "Common Services" offshore
- More Brain Power to release more product - features to serve diverse clientele
- Long Term Plan - Chordiant "owned" lower cost Development and Support Center in India

**Challenges**

- IT connectivity / Call Quality
- Overcoming support culture short comings
- Awareness of Process and Procedures
- Access to highly competent technical resources 24 x 7
- Significant recruitment and retention

**Benefits to Client**

- The business benefits derived by Chordiant by leveraging Ness' offshore offering were:
- Gained time to market advantage, with significant cost benefit
  - Ness' mature Process framework ensured IP protection and smooth transition
  - Global coverage thus ensuring 24X7 operations
  - Ness - Chordiant EDC now recognized as a primary development center
  - Significant attrition containment

**The Chordiant - Ness Association**  
**Inception:** December 2003  
**Current Team Size:** 93  
**Ness' scope of work :**

- Product Support
- Product Test
- Sustenance
- New Development
- Professional Services

**Ness Solutions**

- Risk mitigations in the initial stages:
- Improvised quality, monitoring, dedicated VOIP channels for voice
  - Extended hardship allowances, transportation and job rotation
  - Provided intensive training and enforcement of processes and procedures with penalties for noncompliance
  - Created brand pull in hiring hi-tech talent through co-branded advertisements and multiple channels
  - Effective inculcation of Chordiant culture
  - Devised comprehensive career development plans and product roadmaps to tackle attrition

**Customer Speak**



“ Ness has been a great partner. We had a very serious issue come up at one of our customer sites and it was a priority one issue. We had 2 teams (US and Ness India) which would work on an issue for 12 hrs, do a hand off and the next team would take it over, work for 12 hours and do a hand off. This continued for 5 to 6 days....It's a great example of team work and how you can achieve more with the model. In the end all the answers actually came from the team here, at Ness. They found and got to the root of the issue and had the expertise that in the end solved the problem. It's a great testament to the model and the team work that was displayed.”

**James St. Jean**  
 VP, Worldwide Engineering  
 Chordiant

I N N O V A T I N G T O G E T H E R



**December, 2003 – Contract sign-off**

- Resource selection started
- EPC checklist and Plan rolled out

**January, 2004 – Chordiant –EPC Kick-off**

- Chordiant – EPC Kick Off and Contract Review complete
- Resource Selection for various Lines of Business and subsequent training
- Team travelling to US for Product Training
- Connectivity to Chordiant locations

**April, 2004 – Initiation**

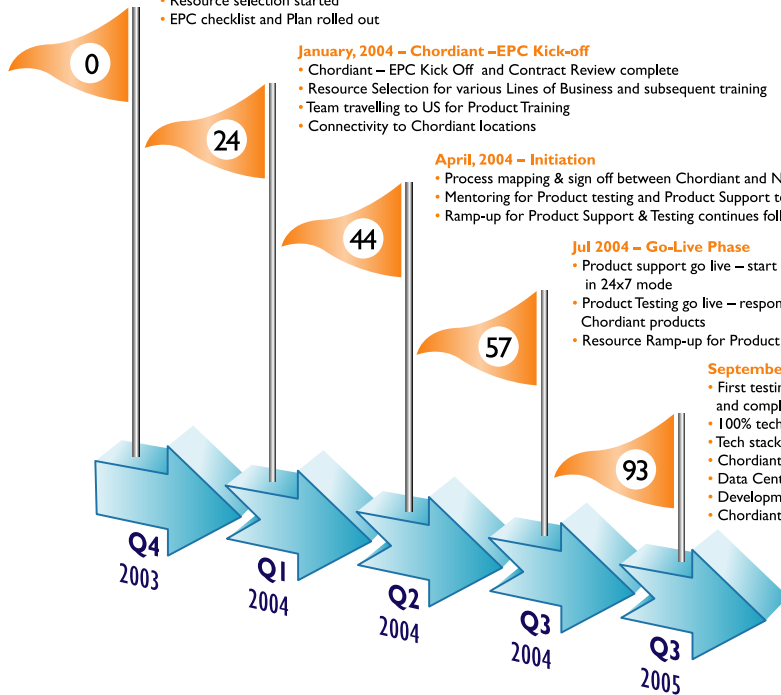
- Process mapping & sign off between Chordiant and Ness
- Mentoring for Product testing and Product Support team
- Ramp-up for Product Support & Testing continues followed by training

**Jul 2004 – Go-Live Phase**

- Product support go live – start handling live cases from customer in 24x7 mode
- Product Testing go live – responsible for entire test life cycle for various Chordiant products
- Resource Ramp-up for Product Development and Tech stack sustenance

**September 2005 – current status**

- First testing and product release for MD taken up and completed.
- 100% technical support to customers from EPC.
- Tech stacks build complete.
- Chordiant phase 2 started
- Data Center setup complete (100 servers)
- Development and sustenance go live
- Chordiant PSO activities from Mumbai and Bangalore Lab



**Ness' Credits**

Currently, Ness manages 5 Lines of Business for Chordiant from the India Center. These include:

- **New Development-products/verticals**
- **Product Technical Support - 24x7 world-wide**
- **Product Test - Fully enabled to test all Chordiant products**
- **Sustenance - Management of patches and issues resolution**
- **Professional Services - Customer funded projects and customer implementations, configurations and set up**

**Technical Environment**

- **Hardware**  
Sun (Solaris), HP-UX, IBMAIX
- **Application Server**  
IBM WebSphere, BEA Weblogic
- **Database**  
Oracle, DB2
- **Language**  
Java, J2EE, C++, RPC, Visual Basic
- **Tools**  
LiveTime, ClearCase, ClearQuest, TestDirector

**About Ness Managed Labs**

Ness Managed Labs is a flagship division of Ness Technologies Inc., (NASDAQ: NSTC), providing Independent Software Vendors (ISVs), their best opportunity to leverage Offshoring for R&D transformation. Managed Labs operates as an Extended Model (EDC - Extended Development Center) with Client-ISV and replicates Client-Lab-Culture Offshore.

With operations across India in Bangalore and Mumbai and over 1400+ employee strength, the division services marquee clients that include Business Objects(France), Cartesis (France), Chordiant (UK), MicroMuse (UK), BridgeCo (Swiss), Human Inference (NL), Portal Software (US), Indus International (US), Cobalt Group (US).

**About Ness Technologies**

Ness Technologies (NASDAQ: NSTC) is a global provider of end-to-end IT services and solutions designed to help clients improve competitiveness and efficiency. Specializing in outsourcing and offshore, systems integration and application development, software and consulting, and quality assurance and training, Ness serves a blue-chip client base of over 500 public- and private-sector customers. With approximately 7,000 employees, Ness maintains operations in 15 countries across North America, Europe and Asia Pacific, and more than 100 alliances and partnerships around the world.

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