



Chordiant Software Accelerates Time-to-Market by 66%



Chordiant.
Optimizing the Customer Experience

NESS SOFTWARE PRODUCT LABSSM

CASE STUDY

US-based Chordiant Software helps leading retail banks, consumer credit, insurance providers, and telecommunication companies with software solutions that address high-volume customer service needs to deliver the best possible customer experience. Chordiant's solutions enable businesses to build, maintain, and significantly strengthen connections with customers, so they can differentiate themselves from the competition and maximize their business objectives.

Challenge

In 2003, in order to continue to help leading global brands optimize their customer interactions, Chordiant needed to develop innovative software products faster and more cost-effectively. Chordiant's objective was to leverage economies of scale to lower costs and decrease its time-to-market for new products. At the time they chose Ness Software Product LabsSM to provide offshore product engineering services.

Three years into the partnership with Ness Software Product Labs, Chordiant wanted to move away from using the Waterfall Methodology and toward experiencing the benefits of Agile Methodologies in an offshore distributed environment. An innovative company, Chordiant wanted to take advantage of the benefits that Agile product development methodologies provide including:

- ▶ Discovery and resolution of defects early on in the development cycle
- ▶ Reduced development time and cost
- ▶ Improved Return on Investment

Solution

With the Chordiant lab fully operational, Ness jump-started their transition using Ness Adaptive AgileSM, a hybrid distributed agile development methodology. Ness Adaptive Agile seeks to mitigate the risks associated with:

- ▶ Geographic diversity
- ▶ Time variances
- ▶ Maturity of global technical teams

Ness' proven experience leveraging Agile with distributed global teams, combined with its expertise in global outsourcing, ensured a smooth and successful transition for Chordiant.

Client Benefits

The payoff was immense in terms of delivering higher quality software in much shorter time frames. Specifically, the transition to Adaptive Agile has resulted in:

- ▶ Accelerated time-to-market with innovative software products by 66%
- ▶ 75% decrease in the number defects/bugs reported in a release cycle after adopting Agile

This 6-year partnership continues to thrive and Ness currently manages 90% of Chordiant's new product development, including new applications, testing, certification, and porting.

"The Scrum Methodology is now organization-wide. I see the engineers are now better empowered, the energy levels are high, and there's a lot more interaction within the team. The direction ahead is for the team to continue taking more and more product ownership."

--Chuck Altomare,
Vice President,
Worldwide
Engineering,
Chordiant
Software



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