



Cobalt.

Case Study

Ness Technologies partnered with Cobalt during January 2002 in setting up an Extended Development Centre in Bangalore in order to support Cobalt Group' mission in helping automobile dealers and manufacturers leverage online retailing and customer relationship management technology.

Business Requirements

- Quicker turn around with 24/7 coverage to customers
- An extension of the Cobalt lab for new product development, sustenance, quality control, release
- Augmentation of engineering bandwidth by spending the same \$ value
- Exposure to better engineering processes and control systems

Challenges

- Differential Time Zones
- Products complexity and limited mentoring
- Onsite travel issues for first time visa seekers

Results

- Cobalt' product testing and development activities carried out of the Cobalt-India EDC
- Cobalt-India EDC owns all the phases of the PDLC for Cobalt and has demonstrated significant achievement in process maturity, execution autonomy and ownership of product releases.
- Cobalt-India EDC has a Strategic Test Automation Group

Ness' Solutions

- Successful establishment of EDC in Bangalore during January 2002
- Initial engagement with a core team of 5 members
- Rendered the offshore infrastructure fully operational by May 2002
- Developed EDC Handbook as a means of transparent, bi-directional knowledge management and sharing tool
- Defined Communication framework for the onshore and offshore teams Identified Subject Matter Experts (SMEs) at Cobalt Group and the EDC ensuring effective knowledge transfer
- Planned Product Roadmap 6 months in advance to ensure proper resource ramp-up and travel planning

Benefits to Client

- Exposure and maturity of Cobalt' engineering practices
- Cobalt lab converted from ground level of test automation into a highly automated and tool oriented testing lab
- 24/7 turnaround from Ness has affected resolution of customer issues faster resulting in higher levels of customer satisfaction

Customer Speak

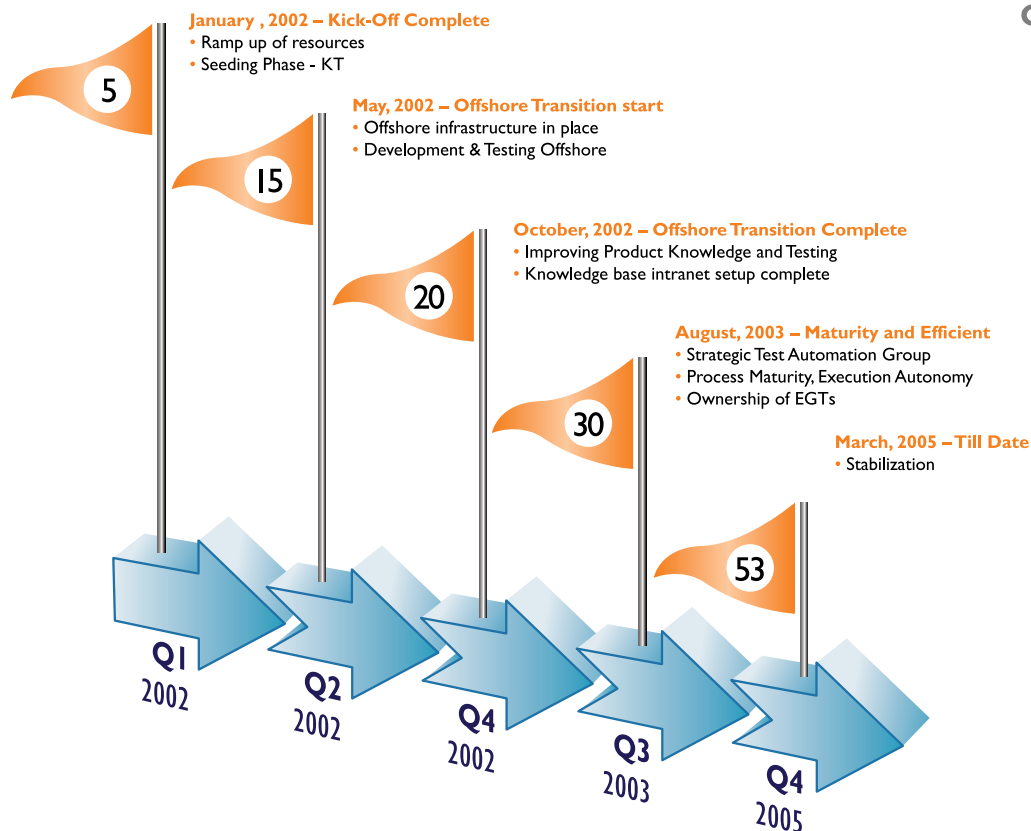


“ From a personal note, each individual I have met here has been very gracious, very professional and very dedicated to both Cobalt and Ness. So we have a unique dynamic here. That, there is an identity drive at both companies. They appear from my experience to be very complimentary to one another. I think, that when we look at the potential opportunities in 2006, the team in India is working on our most important product for the year. So we are putting great trust in the team, we are putting great confidence in the team for they are going to deliver the next generation platform.

”

Craig Kruck
VP, Information Systems & Technology
Cobalt Group

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



Technical Environment

- **Hardware**
Windows / Sun Solaris 5.7
- **Application Server**
Weblogic Application Server 8.0,
- **Database**
Oracle
- **Language**
J2EE (JDBC, Servlets 2.2, JSP 1.1, XML), JDK 1.3.1., EJB 2.0
- **Tools**
Perforce, Bugzilla, Eclipse IDE, Toad, Junit and Cactus For Unit Testing, Together - Soft, Performance - Mercury Interactive Load Runner, Defect tracking - Bugzilla, Test Management - Mercury Interactive Test Director, Profiling - Jprobe, Peformasure

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 1600+ 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.

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