



Indus is a leading Service Delivery Management (SDM) solution provider, which help clients in a broad array of industries optimize the management of their customers, workforce, spare parts inventory, tools and documentation in order to maximize performance and customer satisfaction while achieving significant cost savings.

Headquartered at Atlanta, Georgia (USA) Indus solutions have been purchased by more than 400 companies in more than 40 countries, representing diverse industries.

**Business Requirements**

- Achieve significant savings in the R&D Budgets year over year
- Ensure that Transition is at a sustainable pace and deliverable with minimum risk
- Ensure that offshoring decisions are not restricted to one particular product line, but are balanced amongst the three product groups
- Provide round the clock coverage to turn around customer issues in a faster way, thus ensuring greater customer satisfaction

**Challenges**

- Differential time zones
- Products complexity and limited mentoring
- Onsite travel issues for first time visa seekers
- Take into account, organizational dynamics, morale issues, and above all Customer Commitment

**Benefits to Client**

- Reduced time-to-market
- Increase in sustenance efficiency resulting in better customer satisfaction
- Improved PDLC processes by leveraging Ness Best practices like Quality Council services
- Client confident about extending product sales to the Indus
- Ness Quality Consultants support on improving Indus internal processes

**The Indus - Ness Association**

**Inception:** July 2003

**Current Team Size:** 80+

**Ness' scope of work :**

- Covering 3 suites of Indus products
- R&D
- Sustenance
- Quality Control
- Documentation

**Unique Challenges Overcome**

- Effectuated a well defined framework bridging the time zone variation
- Established a knowledge repository
- Developed relationship with various Indus divisions, driving common processes out of the India EDC
- Effectuated remote knowledge sharing sessions by identifying Subject Matter Experts from Indus
- Addressed the morale and acceptance issues of the offshore model through effective communication and workshop

**Customer Speak**



“You have built a solid team of professional, committed and competent people and as a result, we become more optimistic and excited each day about our future partnership”.  
 “I appreciate your personal leadership and ownership of the project, and the personal relationships that have developed between you and the members of the Indus team.  
 My personal appreciation to your entire team for all of their efforts in making this a successful engagement.”

**Ancel Hamilton**  
 VP Global Development and Client Services,  
 Indus International Inc.

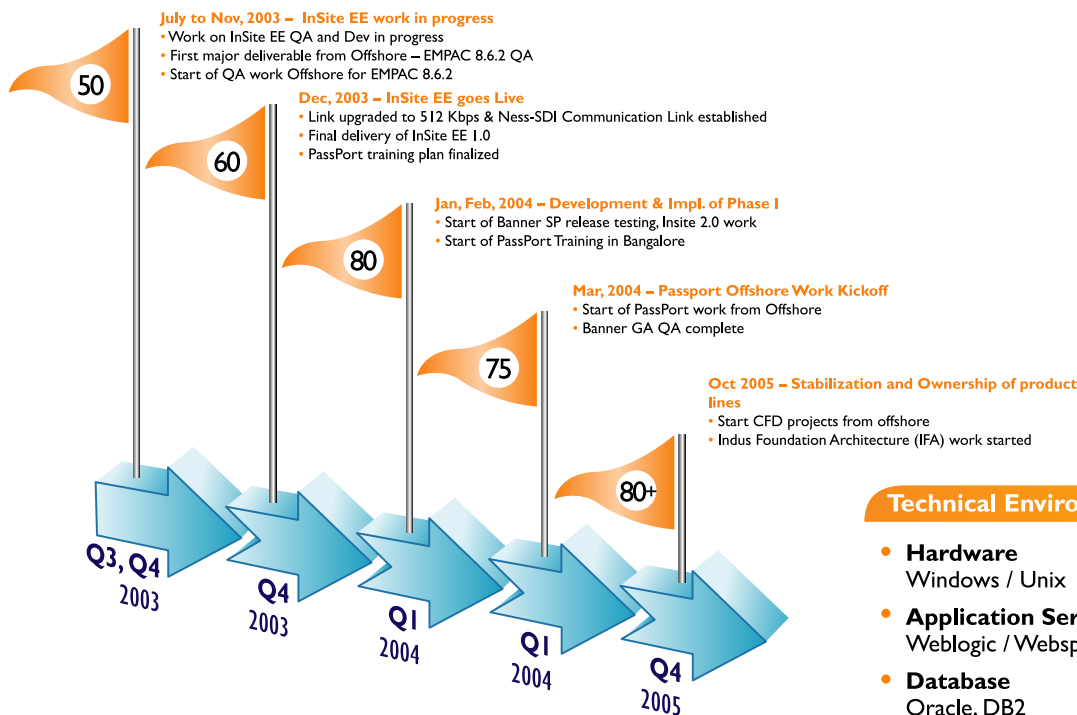
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Case Study

Ness' Credits

- Successful establishment of the Indus EDC
- A record 5 months turn around time to help Indus EDC go live
- Test automation activities successfully addressed
- 66% of all QA activities across all Indus product suites handled out of the India EDC
- Real Time Performance Management (RPM) prototype developed for Indus customers
- Execution of Customer Funded Projects (CFP)
- Extending development to Indus Foundation Architecture (IFA)



Technical Environment

- **Hardware**  
Windows / Unix
- **Application Server**  
Weblogic / Websphere
- **Database**  
Oracle, DB2
- **Language**  
Java, C++, COBAL and Power Builder
- **Tools**  
ClearCase, ClearQuest, Test Director, QuickTest Professional

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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