Client is a leading provider of next-gen pharmacy and advanced healthcare analytics solutions, with operations spread across the United States.

Scenario:

Client was looking for an offshore partner to support (ODC) that would be able to manage defect resolution and new product releases along with handling customer escalations.

The engagement entailed two-pronged deliveries from Peritus:

1. Established an ODC that
   - Owns products releases (encompassing 8 critical areas the solution)
   - Handled all customer escalations
   - Created a new license server for a key process-specific application

2. Enabled sustenance hardware with a dedicated lab set-up that
   - Fixed critical issues/bugs post analysis of the reporting set-up (Crystal reports).
   - Virtual appliance testing.
   - Crash dump analysis and fixing.
   - Major feature enhancement in both legacy and new tech stack.

Benefits to client:

- Client now able to seamlessly release zero-defect products to the market.
- Achieved a very high degree of success with defect reduction, resulting in less than 2% rework.
- Presented options that now benefit the client's pre-sales, training, and product testing teams.