

# Development and maintenance of a customized application to cut down on costs, time and resources

## Objective

Pyramid's objective was to carry out development, round-the-clock support and maintenance of QA (Quality Assurance) services for client

## Challenges

- ▶ The client had outdated technology that was not integrated or scalable as the company grew and matured. Pyramid was asked to improve flexibility and agility of service models to reflect future business requirements
- ▶ Reduce technology risks associated with unsupported or non-strategic hardware and software
- ▶ Reduce vendor management overhead through strategic planning

## Approach

Pyramid's extensive portfolio of customized applications and solutions meant client would have access to an extensive portfolio of high-end industry based solutions and cost management solutions. Thus, ensuring the client was able to save big on time, money and efforts.

## Business Benefits

Pyramid developed a customized application which could effectively manage all bills and invoices for customers and carriers associated with the client

## About Pyramid

Pyramid Consulting Inc. is a global technology and process driven software solutions company offering customer centric solutions. With knowledge and experience of the entire IT lifecycle, we help enterprises streamline core IT processes and augment their competitive advantage. Pyramid's global delivery model harnesses productive tools, agile methodologies, iterative processes and expert frameworks to provide innovative and cost-effective solutions.

Our domain and industry experts engineer robust technology solutions for clients in a wide range of industries including retail, logistics, healthcare, insurance, software development, financial services, media, publishing and telecommunications.

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New York/New Jersey  
North Carolina  
Virginia  
Texas

### Canada

Ontario

### Europe

United Kingdom

### India

Noida  
Hyderabad

### Asia Pac

Singapore

## Industry Segment

Telecom

## Customer Profile

The client is a highly reputed global provider of technology services which enable enterprises effectively manage fixed and mobile communications expenses and other business processes. Dealing in a portfolio of wireless and wire line services, the client effectively manages bills and invoices associated with customers as well as carriers. The client also serves a range of enterprises associated with verticals such as healthcare, utilities and retail.

## Technology and Tools

- ▶ Java
- ▶ J2EE
- ▶ Struts
- ▶ Hibernate
- ▶ Springs
- ▶ SQL Server 2005
- ▶ Postgre
- ▶ Jira

## Solution Highlights

- ▶ Scalable application to enhance overall enterprise performance
- ▶ Creation of a customized application
- ▶ Round-the-clock support and maintenance

## Related Solutions

- ▶ Application development, design and implementation
- ▶ Systems integration and consolidation
- ▶ Quality management (testing COE)
- ▶ Unified functional testing (with test automation)
- ▶ Non-functional testing (Performance, Security)
- ▶ Mobile application testing
- ▶ Testing-as-a-service
- ▶ Support, maintenance, re-engineering and performance tuning