

# Development, maintenance and migration of applications for client's contact center

## Objective

The client's contact center application was an AJAX based web application which enabled it to keep track of client details. The application was integrated with various systems and billing engines which were located at various geographical locations.

Pyramid's objective in this case was to provide maintenance support and also incorporate new features without disturbing the ease of usability and responsiveness of existing system.

## Challenges

- ▶ Adoption of new technologies like DWR, AUI, YUI without any prior experience on any of the frameworks
- ▶ Pyramid was not involved in QA cycle. It was managed by a different team. Communication between all these different teams was a challenging task
- ▶ To perform integration tests and reduce all defects found in QA cycle

## Approach

Pyramid worked on the maintenance of the contact center agent application by using services of its extended engineering team on an onsite-offshore model. The existing application was migrated to SOA with AJAX (DWR), implementation was carried on the web tier side and new features were developed with latest technologies such as Java & J2EE.

## Business Benefits

- ▶ Provided a highly experienced team for development, enhancement & maintenance of application
- ▶ Application support in extended work hours provided time zone overlap and facilitated communication with client's U.S. office to improve productivity and reduce cycle time

## 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.

### Global Headquarter

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North Carolina  
Virginia  
Texas

#### Canada

Ontario

#### Europe

United Kingdom

#### India

Noida  
Hyderabad

#### Asia Pac

Singapore

## Industry Segment

Telecom

## Customer Profile

Client is the largest cable service provider company in USA. Its technologically advanced and well-clustered cable systems provide residential and business services to clients through mediums such as video, high-speed data and voice services.

## Technology and Tools

- ▶ Java
- ▶ J2EE

## Solution Highlights

- ▶ Maintenance and enhancement of web application
- ▶ Scaling of web application
- ▶ Production support
- ▶ Technology migration

## Related Solutions

- ▶ Application development, design and implementation
- ▶ Systems integration and consolidation
- ▶ Support, maintenance, re-engineering and performance tuning
- ▶ Legacy revitalization
- ▶ MIPS (Million Instructions Per Second) Optimization
- ▶ Platform and database migration
- ▶ UI, application and data modernization
- ▶ Legacy SOA enablement