



VMC SUCCESS STORY

Web Site Migration & Support

Maintaining standards and usability within a complex migration

Overview

Country: United States

Industry: Technology

Service Areas: Web Site Migration, Technical Support

Customer Profile: A worldwide leader in software, services, and Internet technologies for personal and business computing

Business Challenge: The client needed to restructure its Web site while keeping full usability for its customers

VMC Solution: VMC's team of developers and engineers created an efficient system to roll out specially designed changes while continuing to assure quality and functionality in the Web site.

Benefits:

- By outsourcing this project, the customer was able to keep employee focus on their own platform development needs, while trusting their current interface to an efficient industry expert.
- VMC's experience and integrated services allowed it to quickly establish both technological and support solutions all in one package.

Business Challenge

Restructuring one of the most-visited Web sites on the Internet, receiving more than 60,000 hits per month.

To keep this high profile site running smoothly, the customer uses a proprietary framework rendering system and tool suite. Five years after launching this portal/system, the customer decided to restructure its Web site operations that would free up staff to work on development of their next-generation network platform. To accomplish this goal, the customer needed to decommission its dedicated in-house engineering team, collapse its Web site support infrastructure from three levels down to two, and identify a vendor that could seamlessly and strategically take over operations management of the site. They turned to VMC to provide the solution.

VMC Solution

VMC assembled a hybrid onshore/offshore team of three developers and nine systems engineers who worked together to resolve customer issues and drive code base issues. Providing a full development and test process allowed software-controlled updates to be processed weekly with minimal need for employee intervention. VMC also restructured the customer's three-tier support model down to two tiers, and brought in a Project Manager and a developer to work with the offshore team that had been providing Tier 2 support.

Results

In assuming the this sustained engineering and migration project, VMC maintained the current code base and migrated 20% of the pages rendered on legacy platforms to the most current platform in preparation for the launch of the next-generation network. Through its deep understanding of the customer's platform, VMC was able to develop and implement a solution that allowed its operations to continue with no change in performance or standards. This project is ongoing.

About VMC

VMC is a project management and technology services company specializing in testing, development, IT and technical support solutions. VMC provides consulting, project management, technical services and support to give an innovative face to traditional outsourced IT services. From its quality assurance and product testing, to in-depth technical support expertise and IT implementations and service management, the VMC focus on high quality, expert project management, and communications helps global companies manage more efficiently and effectively.

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