

InfoSTEP - Case Study

Next level performance



TECHNOLOGY ENABLERS:

- Informatica
- Siebel Analytics
- Oracle 11i

BUSINESS BENEFITS

- Reactive and pro-active process efficiency monitoring
- Accurate, on time and consistent process indicators by eliminating custom Excel solutions
- Increased ROI from Oracle 11i and Customer Support DW investments

CUSTOMER PROFILE

Customer is a multinational corporation with more than 65,000 employees and annual revenue of US\$36.10 billion as of 2009. Headquartered in San Jose, California, it designs and sells networking and communications technology and services.

Business Challenge

- Increase customer Satisfaction across diverse user base
- Effectively train and enable partners to address customer Issues
- Ability to measure customer Support Metrics consistently across all levels of management
- Ability to provide customer Support Metrics to corporate groups Creation and distribution of balanced scorecards for customer Support metrics



SOLUTION

- Proof of Concept of NLP based on Siebel Analytics
- Identification and data cross relation of metrics using Six-Sigma, DMAIC framework
- Enabled visibility of performance metrics from Customer Support Data mart using dashboards
- Creation and distribution of balanced scorecards for Customer Support metrics

OUR UNIQUE VALUEINNOVATION APPROACH HAS HELPED MANY CUSTOMERS

A simultaneous pursuit of High Quality and Low Cost in everything we do!

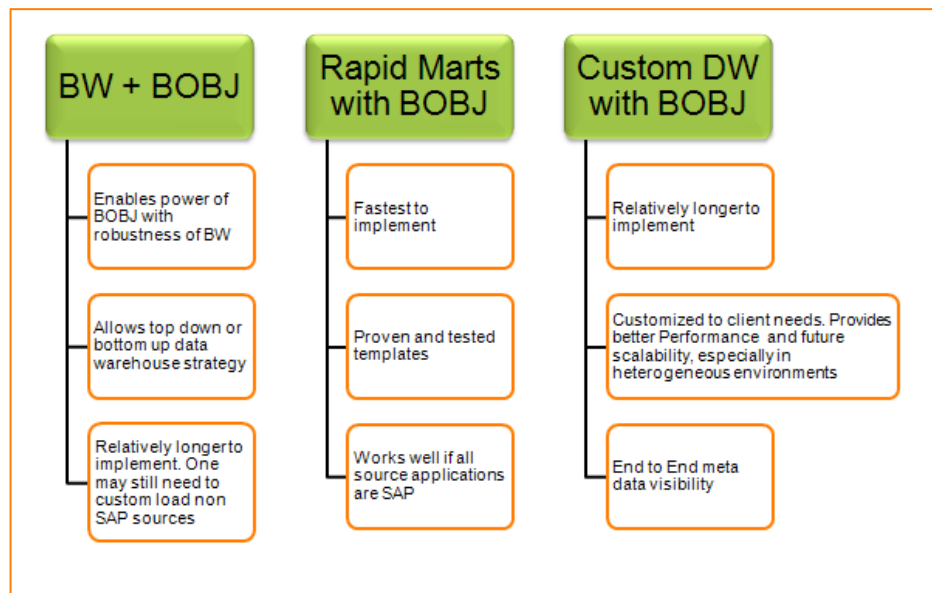
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About InfoSTEP

InfoSTEP is a global solutions company specializing in Business Intelligence, Data Integration, MDM, and Emerging Technologies. Infostep is a pioneer in providing Business Intelligence solutions across all the segments in the industry. Using a global delivery model and process innovation we provide unique valueInnovation to our customers.

BI Best Practices



InfoSTEP Fast Facts

EXPERTISE

- 10+ years of Enterprise BI and support expertise
- 5+ years of large scale BI implementations in the Indian market

LOCATIONS

- USA, Hyderabad, Mumbai, Australia, Dubai

VERTICAL EXPERTISE

- BFSI
- Healthcare
- Telecom
- High Tech

STRENGTHS

- Enterprise experience and excellent track record in implementing end-to-end BI solutions
- Methodology driven
- Recognized as Business Objects XI R2 Migration Specialists
- Best Solution Provider award (Asia Pac) for 2007

CERTIFICATION

InfoSTEP is an ISO 9001:2008 certified company, certified by ANAB and NABCB.



InfoSTEP Inc. US

2350 Mission College Blvd
Suite 290
Santa Clara, CA 95054
PHONE: +1 (408) 980-2500
sales@infostep.com
www.infostep.com

Hyderabad, India:

No.507 Ashoka My Home Chambers,
Sardar Patel Road
Secunderabad - 500 003,
Tel: +91 40 30586000
Fax: +91 40 66203500
Email: sales.india@infostep.com

Mumbai, India:

Golden Chambers,
No.413, 4th Floor,
Opposite Lakshmi Industrial Estate,
Andheri (W), Mumbai- 400052
Tel: +91 22 40109352
Email: sales.india@infostep.com

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