

Software Product Sustenance

Client

A well-known IT security assessment firm.

Business challenge

The client took over a product from an ISV, leading to several challenges:

- The client did not have an in-house product technology team
- The ISV's original development team was unavailable
- The client inherited more than 100 active customers
- There were known performance issues with mission critical customers profiles

Approach

Discovery team started off by measuring the Product Engineering Maturity Index (PEMI), and within the engagement's first week had a good hold on the unknowns, helping with strategizing the discovery phase :

- Helped conceptualize product development and crafted a roadmap based on the client's business vision
- Streamlined all product engineering activities while developing a full product suite
- Specific focus was put on agile business to support revenue generation amidst fluctuating market conditions
- Provided full cost transparency with periodic reporting and expense approvals

Results

Within the project's first week, the team had gained the client's trust by providing viable solutions. The ownership demonstrated in driving the ISV for transition was well appreciated:

- Within 60% of the set elapsed time, the product demonstrated independence of the ISV
- Responsible for product development, qualification, and support
- Currently re-architecting the platform to support higher performance
- Being considered for product ownership

Business benefits

- Better performance after re-architecting the platform
- Reduced risk and complexity
- Improved efficiency through our expertise

ThoughtFocus is a US based, privately held consulting, software engineering and business process management firm with offices in the US, India and the Philippines. We help clients in avionics, education, financial and insurance services, manufacturing, payment and loyalty solutions industries with their key business and technology challenges.

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