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Dedicated Technology Center to support TIBCO Products Worldwide

Business Scenario

TIBCO, the leading EAI company, wanted to outsource support for crucial product suites to provide stable, cost-effective customer support and sustaining engineering.

Xoriant had demonstrated its capacity to provide quality services through various engagements with the TIBCO Engineering,

Support and Professional Services Group business units. As a proven support vendor, Xoriant was a natural choice for TIBCO.

Xoriant is a TIBCO Alliance Partner with extensive experience in building business solutions using TIBCO enterprise application products.

Challenges

- The project required rapid augmentation of technical and customer support staff for a set of industry-standard products used pervasively by financial and manufacturing companies.

- Industry-leading clients rely on these mission critical products to operate their worldwide manufacturing or financial transactional facilities on a 24x7x365 basis. Disruptions of even the briefest duration could result in the loss of millions of dollars.

Xoriant Solution

- Responding to all service requests, whether generated internally or externally
- Manage all customer communications, including periodic status updates with key clients
- Onsite/offsite consultancy to TIBCO clients on product migration paths
- All sustaining engineering, including product build and release management

- Implement product training for key clients as well as for internal use.
- Xoriant provides Sustaining Engineering and Product Support (support levels 2 and 3) for TIBCO's ETK and ETX products suites. Xoriant's support of these products initially began onsite at TIBCO facilities and later transitioned into a lower cost, blended offsite/offshore delivery model.

Benefits Driven

- The Xoriant global support helps TIBCO to enable its customers to migrate to newer versions seamlessly
- Worldwide support powers TIBCO's global sales and service promise
- Xoriant works directly at TIBCO client

- sites to establish support and service
- Blended offsite/offshore delivery lowers TCO for TIBCO clients
- Xoriant's multi-environment expertise helps in seamless customer-support