



Software Engineering Services

Development Support | QA & Testing | Porting
Internationalization | Field Deployment

We can
help



Creators of software constantly face four critical aspects: development, testing, support, and maintenance. While product development is the nucleus of the software life cycle, activities like quality assurance, product support or maintenance, internationalization, and integration are equally important.

Today's marketplace demands continuous innovation in products. Products have to be tested to flawless performance, functionality and usability; and supported continuously. In addition, there are constant pressures of cost competitiveness, time-to-market, customer penetration and retention. Faced with these challenges, software companies need to make a judicious decision in identifying core and non-core processes within their operations. Successful software companies choose to focus on the process of innovation, which requires specialized technical and domain expertise; while partnering with a product engineering specialist to augment their engineering team for extended development, testing, support, internationalization, and related activities.

Xoriant is a specialist product lifecycle services provider who will work as an extended arm to your product engineering team. With a combination of onsite consulting to help our clients define product roadmaps, and offshore product lifecycle engineering services, we assist our clients launch superior products ahead of their competition, while helping them stay well within their budgets. So, what makes us different and better?

- Satisfied clients who are our repeat clients
- Product lifecycle services track record for over 15 years
- Expertise in different stacks of core technology layers
- Re-use of components and solutions to help enhance the productivity
- Combination of product and system engineering, and commercial applications expertise to help product implementation in multiple environments
- Judicious use of global locations for world-wide product support across time zones



Software Development Engineering

In some cases, Xoriant's skilled software development teams work on products from concept to completion, leaving our clients with just one task-to review and direct. In other cases, clients prefer to have individuals augment their existing teams. Some of our development engineering activities include:

- o Product definition and software requirement specifications
- o Requirement definition for add-ons, special features or customizations collaboratively with customers
- o Design of products using industry-standard design tools and documentation

Test Engineering

Outsourcing software quality engineering and testing to a specialist vendor allows you to free your resources completely for development activities, thus helping reduce your release cycle and improve your product quality. Our core test services include:

- o Functionality, UI, Usability
- o Robustness, Reliability, Accessibility
- o BVT/Smoke Testing
- o Regression
- o Compliance
- o Test automation

Software Porting

Xoriant has successfully accomplished several large scale migration projects on various platforms over the past decade. Some resulted into significant re-engineering efforts. We enable our clients to meet various challenges during the porting exercise, including:

- o Evaluating business needs, visualizing product architecture and re-engineering
- o Building the Unicode support in products
- o Correcting Byte-order dependencies
- o Converting ASCII/EBCDIC
- o Locating missing function interfaces

Xoriant understands that the complex services mechanism requires a mix of onsite, offsite, and offshore infrastructure and resources. As a globally operational company, we offer the highest flexibility to our clients using right delivery at the right price and in the right time zone/geography. Xoriant's executive team has deep experience in bringing products to market at various software and systems companies. We understand the intricacies of the complex people-process mix. Our software engineering services offer the following benefits:

- Proven ROI
- Increased development/testing/support productivity
- Lower costs
- Enhanced quality
- Faster time to market
- Customer satisfaction

“Xoriant’s edge lies in their unwavering focus on flawless execution: in development, support, or customer services.”

Patrick Engel

Director of Engineering
724.com



Customer Support

Xoriant understands that the success of any product relies heavily on post-deployment processes. Our round-the-clock support professionals render online help and troubleshooting either at client sites, over telephone, and email. Our areas of expertise include:

- o Level I through 4 services
- o Providing technical know-how
- o Troubleshooting technical problems
- o Providing workarounds
- o Periodic inputs to Development

Sustaining Engineering

Software companies stretch their resources from supporting multiple product releases simultaneously. Some customers insist on enhanced functionality in the old releases thus enhancing the need for product sustaining efforts. Xoriant offers:

- o Maintaining code base - owning the release and configuration environment
- o Bug fixes and release patches
- o Custom features and functionalities
- o Re-engineering for porting, migrating, or upgrades

Professional Services

To be successful, you need to ensure that your products’ new technology paradigm coexist with customers’ legacy systems. It requires extensive knowledge of client level operating environments and security in the context of your product. Xoriant has expertise in these activities for the past 15 years, where we:

- o Design, develop and deploy solutions between disparate systems
- o Solve integration needs in the environment where your product fits, within the enterprise and outside
- o Enable you to provide better product experience

for your customer due to our extensive experience in multiple ERP (Oracle, SAP), databases, middle ware and programming environments.

Internationalization

Our team is experienced in globalization projects, such as providing multi-lingual support and support for features that cater to country-specific business rules. Our internationalization and localization experience covers:

- o Double-byte enabling
- o Facilitating local time and date formats and key board layouts using OS driver settings
- o Accepting the input of

data in international/local formats and supporting mixed formats for address, measurements, numbers, time, and dates

- o Allowing text expansion, ensuring that buffers and UI are large enough to hold translated text

Documentation

Our Technical Publications division uses the latest tools to offer a suite of services:

- Create high-quality documents
- Marketing collateral, white papers, case studies
- Web UIs, CBTs and WBTs

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