Why Sustenance & Support Service?

As legacy products near end of life- and companies pivot towards launching new products, 3 key business objectives become imperative:

- Assure highest quality of service to customers
- Reduce engineering and management team's bandwidth allocated to EoL products
- Optimize cost, to be able to divert cash to new development activities

Xoriant's Sustenance and Support Offering

OFFERING OVERVIEW



Sustenance Engineering



Professional Services



Next Gen Platform Migration



L1-L4 Support – incl. **Premium Support**



Product Life Extension



Product EoL Management

GEN AI FIRST

DELIVERY APPROACH

Disrupt First

Self service & incident remediation

Improved performance & serviceability

Hyper automation in code build, test, & release

Digital self serve

via log analytics

NLP enabled observability

Hyper automated patch creation

Proactive error detection

Advance RunOps automation

Auto test code generation

Al driven code reviews for optimization

Ticket / application parameter analysis for feature requirements

Code to doc

1

Operate Better

Utilization

Right skilling

Shoring

Right shoring

Pyramid

Right mix

Deliver Better

3-tier governance

Project sponsors | management | Portfolio head

Cultural integration

Culture ambition setting | Monitor and adapt

KPI reporting

Customer contracts with ISV -Back-to-back SLAs with Xoriant

Rebadging & Outsourcing

How we deliver value

40-50% saving

over 3 years

Improved defect resolution cycle by 30-40%

Improved serviceability

by 20-25%

Reduced technical debt

by ~30%

Our Success Stories

Sustenance support for leading global procurement software provider

Challenge

High rate of customer addition post merger

faster than ability of internal engineering teams to fix bugs

Need to sustain existing cloud products (hot patches/updates) while also adding new product features

Scope of Work

Sustenance support for 3 cloud products

Contract Management, Core requisition, Buying and invoicing

Xoriant Solution

- Successfully transferred product knowledge and streamlined engineering process through industrialized transition model
- ~110 FTE team onboarded in India to provide end to end sustenance and feature enhancements;
- Invested in core team of functional & technical experts working closely with client architects
- Strong governance model

Results





CSAT improvement from 4.0 to 4.5



Average **defect resolution time** reduced by ~40%

WHY XORIANT?



Scale disruptors

within product engineering space



GenAl first modern delivery model -for delivery optimization & continuous efficiencies Assured value
delivery- KPIs aligned to
customer SLAs;
additional commitment
on cost savings



Industrialized playbook for transition management -To manage transitions in record timelines



Unique Financial Constructs - Outcome based EoL support; Risk-reward sharing models; Co-investment to help your customers migrate to new products; Upfront asset transition with front loaded savings

About Xoriant

Xoriant is a Silicon Valley-headquartered digital product engineering, software development, and technology services firm with offices in the USA,UK, Ireland, Mexico, Canada and Asia. From startups to the Fortune 100, we deliver innovative solutions, accelerating time to market and ensuring our clients' competitiveness in industries like BFSI, High Tech, Healthcare, Manufacturing and Retail. Across all our technology focus areas-digital product engineering, DevOps, cloud, infrastructure, and security, big data and analytics, data engineering, management and governance -every solution we develop benefits from our product engineering pedigree. It also includes successful methodologies, framework components, and accelerators for rapidly solving important client challenges. For 30 years and counting, we have taken great pride in our long-lasting, deep relationships with our clients.