Cognizant Product Engineering for Independent Software Vendors

Expand creative possibilities, accelerate time-to-market and maintain the highest standard of quality.

Developing and supporting high quality software products is never an easy task. You are often faced with taking on large projects despite limited staff. The timeline to deliver is often compressed. Budgets are tight. Product migration and legacy maintenance issues can complicate matters. And, in the end, is there ever enough time for testing?

At Cognizant, we can provide the expertise you need to meet all these challenges – leading to innovative software solutions that hit the market on time, come in on budget and reflect at the highest standards of quality.

Our independent software vendor (ISV) clients are making Cognizant part of their global team – slashing product development lead time and ensuring top-notch quality in their products. When you partner with Cognizant, you gain operational and competitive flexibility.

Key Product Engineering Solutions

Product Development

Cognizant product development services incorporate a proven process methodology and team approach, effectively providing end-to-end capabilities. We can get involved at any step in the process – our product engineering services cover product ownership from conceptualization to release and support.

Product Testing

Cognizant provides unparalleled testing skills, a mature, robust testing toolkit and proven processes to deliver outstanding testing and quality assurance solutions. Our ability to provide product test automation, write test cases and increase test coverage has been proven in numerous production cycles.

White Box Testing

Cognizant's expertise in White Box Testing helps clients produce quality products consistently. Through White Box Testing, our clients can rely on in-depth test analysis of both pre-built and non-pre-built components.

Product Technical Support

Cognizant Product Technical Support involves addressing user tickets through the help desk and, working beyond the help desk, providing Level 2 and Level 3 support – including bug fixes, patches, multiple release cycles and more – to ensure constant availability and performance of your product.

Re-architecture and Migration Services

Our suite of services provides technology and platform migration, re-architecture and re-fac-

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toring, usability and accessibility enhancements, globalizations, multi-channel enablement and integration.

Prodigy

Prodigy is our product development framework for managing products from inception to final delivery. This framework encompasses a set of processes and guidelines to ensure all critical development activities are accomplished. It also incorporates best practices to increase the likelihood that product development programs are completed successfully, as well as ready-to-use tools, templates and checklists designed to help achieve repeated success.

Open Source Solutions

Cognizant provides open source expertise in the areas of product engineering, migration services, consulting, re-architecture, and integration and packaging. Our technological expertise in the open source domain covers areas such as Web and application servers, databases, programming languages and content management tools.

Configuration and Release Management

Cognizant uses tools such as VSS, CVS, PVCS, Perforce, Panvalet, Endeavor, Rational ClearCase, SVN and Mergere to aid in configuration management exercises. For improved release management, we use ANT, Maven and Cruise control. We also use "SafeMerge," a tool that prevents Non-Trivial merges at a parent or target branch. We most recently deployed this product for some of our key clients.

Cognizant Key Attributes

Cognizant's experience working for blue-chip ISVs and online services companies has honed our ability to improve product code, resulting in fewer defects and a greater bottom line impact. As an SEI-CMM certified organization, we offer highly-skilled team members including architects, developers, QA engineers, product infrastructure experts, and product specialists. Our deep technology expertise extends across all platforms. Our product development framework includes methodologies for making our offshore team a virtual extension of your product engineering team. By collaborating with us, you not only extend your team, you also accelerate the pace of innovation in your organization.

Start Today

In a time when companies are relentlessly pushing to compete better, move faster, and fight harder, Cognizant is the global technology partner with a single-minded passion: Dedicating our systems expertise, industry intelligence, and global resources to make your business stronger.

For more information on how to deliver, manage, and enhance your Product Engineering solutions with Cognizant, contact us at inquiry@cognizant.com **or visit our website at** http://www.cognizant.com

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Financial Services Systems Migration Solution

Seamlessly Migrate 1,500 Servers to a Supported Platform

The largest savings and loan bank in the Los Angeles area, well established in financing the acquisition, development and improvement of single-family homes, had lived with its Windows NT operating system long enough. The vendor was no longer supporting the system and the bank needed to upgrade more than 1,500 servers to ensure that all of its critical applications would be safe from Operating System (OS)-related issues.

Cognizant provided an approach to change what WAS to what IS our Best of Breed tools and processes to deliver a complex upgrade efficiently, seamlessly and on time.

The internal IT team did not have the bandwidth or expertise to handle the upgrade without disrupting operations, so a competitive RFP was issued to Cognizant and three other leading vendors (including the product vendor). Cognizant provided an approach to change what WAS to what IS our Best of Breed tools and processes to deliver a complex upgrade efficiently, seamlessly and on time.

A "Complexity Driven", Phased Approach

Cognizant recommended a phased, "complexity driven" solution. The first phase, designated for analysis and planning, was used to form a "Core Migration Team" to consult with the client and perform a number of key activities. The team was comprised of Cognizant installation and test engineers and client members including the data-center system administrator to verify post-migration functions, a "core user" team for application testing, back-up/restore operators to provide a roll-back if needed, and post-migration support through the service desk.

First priorities were to illustrate detailed "as-is" environment mapping, determine the business criticality of servers and end-user impact, and gather information on current applications, server availability and attainment of Service Level Agreements (SLAs).

The team then proposed a two-phased upgrade of servers, depending on their "complexity index", addressing simple servers in the first phase and complex servers in the second phase. A detailed testing and migration schedule was developed for every server group, as well as an application compatibility testing schedule and pilot lab requirements. Detailed "how-to-migrate" and "when-to-migrate" strategies, based on multiple input factors, were also defined and communicated prior to the team performing the upgrade tasks.

Due to the project's business criticality and lack of internal resources to manage the migration, the client derived the value of Cognizant's global network and unprecedented support.

The Key Deliverables

- Upgrade the OS from Windows NT/Windows 2000 to Windows 2K3 or Windows 2000 SP4 for 1500+ servers, including basic file/print capabilities and complex security and application servers

- Upgrade (on weekends) and test applications currently running on the servers

- Create and supply an image, including the operating system for each application/server combination

- Provide post-migration support

- Complete documentation updates for upgraded servers and applications

The Benefits: Improved Outcomes Through Specialized Expertise

Due to the project's business criticality and lack of internal resources to manage the migration, the client derived the value of Cognizant's global network and unprecedented support through:

- Operational effectiveness through streamlined methodology

- Cost-effective migration, using an optimal blend of onshore/offshore resources

- Project completion ahead of schedule, resulting in additional savings

- Minimal disruption to business, as all server availability SLAs were met

Cognizant's IT Infrastructure Services Ensure Business Availability

Cognizant's Infrastructure Services are truly global, defined by seamless Network Operations Centers in the US and India, and by the OnTarget Management Platform. This model is designed to continuously monitor, manage and enhance the performance of our clients' IT infrastructure. Through an integrated service desk, Cognizant delivers consistently high levels of systems availability, improving operational efficiency and minimizing the impact of infrastructure failures on business. Cognizant's infrastructure solutions also include consulting and systems integration services such as performance optimization, off-shorability assessment, and migration and consolidation services. The Cognizant global delivery model, offering integrated infrastructure services and a flexible pricing approach (FTE or Service-based), ensures business availability with lower costs, enhanced support, and better risk management for you.

Start Today

In a time when companies are relentlessly pushing to compete better, move faster and fight harder, Cognizant is the global technology partner with a single-minded passion: Dedicating our systems expertise, industry intelligence and global resources to make your business stronger.

Note:
For a detailed description on how to monitor, manage and enhance your IT infrastructure with Cognizant, contact us at inquiry@cognizant.com or visit our website at http://www.cognizant.com

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