

Blue Chip provides implementation and post implementation support for Field Service plus SyteLine Add on Module for Progress Version

The client based in Canada wanted to implemented field service plus Add on module in SyteLine 6.01 version and hence required implementation support, custom program development and onsite / offshore post implementation and AMC support.

Business Need

Implementing the SyteLine Field Service Plus module to take care of their service activities, field activities, contracts, and call management.

Solution

Blue Chip had previously worked on similar add on module implementation on an onsite / offshore model. The challenge with this assignment was to complete the implementation in 1 month time frame which was impossible for the client who tried implementing in 3 years and including required development of customized programs. The other solution is to provide on going support with onsite / offshore model keeping the overall costs low within the time frame agreed.

Our Approach

We planned for a business process study, user requirement study and did the impact analysis onsite and submitted business understanding document, detailed implementation plan, show stopper customization development plan. The client team believed in us after approving the documents and with our approach toward the project and we went live within the time frame and system is running successfully in production environment.

The scope was well identified in the initial phase and the same pattern for enhancement deployments, onsite post implementation support was followed in the next few phases of onsite / offshore model.

The entire project was followed with timely follow ups, regular review with client on the project plan, user Acceptance, data upload and verification, pilot live run with complete transaction level testing by our team onsite with dedicated support from our development team at Bangalore. The project is running successfully with post implementation support from our onsite support resource and offshore team at Bangalore.

The project was completed well on time and the total cost was an incredible 30% less than the competing quote.

About Blue Chip Computer Consultants Pvt Ltd.

Started in 1983, with 210 employee's world wide. Offices in NJ (US), Singapore, Malaysia, Bangalore, Mumbai and Chennai. Focused on Custom Software delivery, ERP consulting, Web and eCommerce and Product Development.

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