

GLOBAL MANAGEMENT CONSULTING FIRM RELIES ON ITC TO

DEVELOP BUSINESS-CRITICAL APPLICATION AND PROVIDE THE ON-GOING DEVELOPMENT SUPPORT

CUSTOMER PROFILE

GLOBAL MANAGEMENT CONSULTING FIRM
Massachusetts, USA

INDUSTRY
Management Consulting

EMPLOYEES
16,000

ITC SERVICES
• Development Services

INTRODUCTION

An American multinational management consulting firm & business strategy leader with more than 90 offices in 50 countries had just implemented an ERP system, which could not meet the time & billing function requirements. After searching for a better fit, they ultimately resorted to building their own custom time & billing system. As a result, they needed a partner that could help them build the application and continue to support them with the on-going development needs, while maintaining continuity within their internal development team.

CHALLENGES

- 100% Custom Application with dozens of forms, reports and interfaces
- Client didn't have the bandwidth to maintain a complicated custom infrastructure

SOLUTION

ITC dedicated a project manager and a team of nearshore developers to provide technical management and development support of the complex Time & Billing custom application, while preventing maintenance issues. ITC further continued to support the client with the on-going development initiatives through our staff leasing model.

RESULTS

- Improved scalability, adaptability & maintainability of development projects
- Robust performance of the custom-built application to effectively serve on-going client needs

As a consequence of the good results, ITC continues providing support for this client, now with a team of 8 resources participating in different side projects like development implementation and migrations.

ABOUT OUR DEVELOPMENT SERVICES

ITC Development Services deliver stateside quality and experience, at a fraction of cost. Cultural compatibility, including no communication barriers and Eastern time delivery, provide efficiency gains alone, while being at the forefront of technology with our global presence and low attrition rate is valued by our customers for the continuity, ability to scale, and obtain long-standing robust expertise they can trust.

ITC ADVANTAGE

- **Right-shore staffing approach: high quality without correlating cost**
- **Highly experienced, flexible and scalable personnel**
- **Proactive Solutions: Automated Processes free up internal resources**

Get in touch with our experts today to achieve maximum ROI out of your cloud, ERP, testing, and development initiatives.

+1-415-901-7500 • contact@itconvergence.com • www.itconvergence.com