



VMC's EdTech Expertise Helped this Global Publisher Improve QA Results across their Entire Line of Applications and Websites

This leading Education Technology (EdTech) publisher with an array of products and audiences was seeking a QA partner to ease the workload on their internal team. They selected VMC based on VMC's experience and expertise with both mobile and desktop environments in the EdTech industry. The initial engagement was limited to Localization QA for a new website and two educational applications while the client added space and bolstered their internal QA team.

VMC collaborated with the client to establish a communication process that included weekly update and forecasting calls allowing the VMC team to serve as a seamless extension of the client's internal stakeholders – a process that quickly proved essential. During the first phase of compatibility testing, VMC's in-depth investigation revealed many more issues with the performance of the products than the publisher had anticipated. While their development team began addressing the discovered issues, the client recognized the value of VMC's EdTech expertise and expanded their engagement with VMC to include localization, mobile/browser compatibility coverage, wireframe comparison testing, regression testing, and user experience/feedback testing.

To better support the expanded range of testing, VMC assembled a dedicated test team that easily scaled to as large as 25 specialized testers, including native speakers in the languages of the client's key markets, as the QA need required. By fully immersing the test team in the client's product line, the testers developed a deep knowledge of the client's IP and audiences, including children, parents, and teachers. This knowledge has driven further improvements in product quality while keeping the QA process consistently synced with the client's development schedule. Through the process, VMC's in-depth bug coverage and analysis identified several thousand bugs across multiple products, all fully documented with crash logs, screenshots, and video. Moreover, the broad experience of the dedicated team gave the client the ability to quickly shift testing between products and platforms as their priorities required.

The client has been completely satisfied with VMC for their collaborative partnership, recognizing how VMC's expertise and flexibility has benefited both their processes and their products. The VMC team continues to provide a full range of QA and testing as well as test plan creation and device recommendations for key target markets for most applications and websites in the client's development cycle.

Overview

Customer Profile

Global EdTech Software Publisher

Industry

Software

Business Challenge

Temporary augmentation of internal QA team reveals deeper QA issues

VMC Solution

Deployment of dedicated VMC QA team to expand QA services and improve product quality



VMC Development of a Technical Support Tool Improves Contact Center Performance

The Challenge

The client, one of the world's largest software companies, developed an innovative self-diagnosing tool that served two essential functions: enabling customers to automatically fix common problems, and gathering information to help their support team more quickly resolve complex issues. The goal was to better manage support resources by deflecting customer contact from users whose issues didn't require the skills of a support engineer. The tool's initial deployment was undermined by significant performance issues that negatively impacted adoption by both end-users and support teams. The client needed to quickly engage qualified specialists to make code changes to correct required functionality and develop enhancements based on user feedback. They asked VMC to provide the resources to implement the necessary changes.

VMC Solution

VMC immediately dedicated existing employees with developer knowledge to the project, who already knew the support side of the product and processes, and had hands-on experience with the initial diagnostic tool. To increase the adoption rate of an improved tool from internal users, the VMC team met with them to learn how they used it, recommendations of improvements, including needed features and unnecessary features that would not be utilized. This resulted in reducing the money needed for the valuable improvements.

VMC's team members performed a complete triage of the tool's issues, categorizing and prioritizing all outstanding rule submissions. The team then began to design and write specifications against the rules, thoroughly organizing the existing internal rules site to ensure quality reporting. The team also managed the large initiative of implementing code from multiple products to create a log parser that would enable each engineer to efficiently parse through multiple troubleshooting log file types.

The Results

When the dedicated team started, the packages being utilized, were so large that they took a long time for support team members and end-users to run. This team was tasked with separating the code into multiple smaller, more targeted packages specific to software products, improving the speed and efficiency of package deployment as well as the quality of the results. As the packages were designed, written, and released, the team continued to gather user feedback to further refine the packages, especially those used for deep technical issues handled by escalation engineers.

The VMC team also addressed the significant documentation and training materials required for the redesigned tool, writing numerous Knowledge Base articles explaining how the tool functioned, how to use the parsing tools to analyze the data, and what information would be returned. As new packages were released and documentation was distributed, the real value of the diagnostic tool was demonstrated and the adoption rate grew, finally delivering the streamlined support process the tool was designed to accomplish.

Overview

Customer Profile

Global software manufacturer

Industry

Technology

Business Challenge

Assess, repair, and enhance the client's self-diagnosing tool to improve results and adoption

VMC Solution

Dedicated VMC team diagnosed and addressed issues with existing tool, accelerated response time, improved tool results, and provided essential documentation and training



VMC Developed a Help Desk Triage Tool that Accelerated and Improved this Client's Technical Support Process

The Challenge

One of the world's leading software companies engaged VMC to manage the Technical Support for multiple product lines. The team worked onsite at the client facility handling web-based support cases submitted by end-users. When the web cases entered the case management database queue they required a manual assessment process to be completed by the VMC triage team. Once the case was assessed and fields were updated for proper routing to the appropriate team, the case was then transferred to a trained technical specialist. This manual triage process took an average of eight minutes per case and required a total of 25 team members to keep pace with the volume of new cases. Because the triage team members required training for technical support but were focused on the more administrative triage tasks, response time on customer submittals averaged four days. VMC proactively sought to improve triage efficiency in order to better utilize the skills of the support team and accelerate resolution of customer requests.

VMC Solution

The VMC team carefully analyzed the information in the support requests and recognized an opportunity to implement an automation tool that would assess the incoming requests based on predetermined criteria. First, the team determined a baseline for the number of resources handling the administrative triaging tasks and the accuracy rate of cases being forwarded to the correct resource. With the baseline established, tool functionality was designed based on cost, timeline to implementation, and long-term support and management of the tool. The team then collaborated to create a script to run within the client's CRM system to automatically review incoming requests and simplify the triage process while maintaining process accuracy and SLA performance. When the script was completed and demonstrated success, it was approved and adopted by the client.

The Results

Deploying the automation script had a positive impact for the entire tech support team, the client, and end-users. One push of a button ran the script and efficiently filtered the support request so that average triage time was reduced from eight minutes to two minutes while maintaining the same level of routing accuracy. The reduction in triage time enabled VMC to shrink the triage team headcount from 25 people to 12 people, and reassignment of these extra resources to focus on resolving the support cases resulted in a 50% improvement in response time from first customer contact to support team response, from four days down to two days. Because of the positive impact of the tool on VMC's support service, the client requested VMC train its internal teams as well as other third-party support providers on how to use the tool most efficiently in order to improve service companywide. VMC continues to manage the tool and make minor adjustments as business needs require, and the client remains completely satisfied with the results.

Overview

Customer Profile

Global software manufacturer

Industry

Technology

Business Challenge

Improve triage process in order to accelerate technical support response time

VMC Solution

Designed and deployed automation script to work within client's existing CRM system that reduced triage time, freed up critical resources, and improved response time

Results

75%

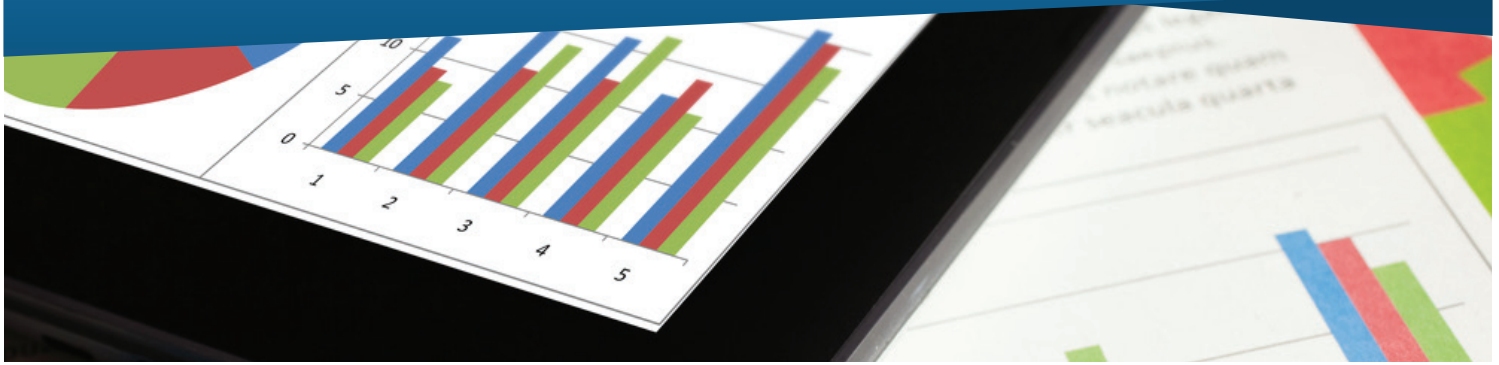
Reduction in tech support triage process

50%

Improvement in response time to customers

52%

Reduction in resources dedicated to triage



Custom Application Development Streamlines a Resource-Straining Process for This Industrial Manufacturer's Finance Team

Monthly accounting closes wreak havoc on finance departments in every organization, but it was especially stressful for the engineering division of one of the world's leading heavy equipment manufacturers. This finance group's complex monthly closing and budget variance process required their 11-person team to manually manage and update nearly 250 different Excel spreadsheets. Accounting managers routinely worked extensive overtime every month to complete each close.

The client engaged VMC to develop a solution to streamline and simplify the close process. VMC worked closely with the client to perform an in-depth review of the existing closing process and identify ways to reduce time-consuming manual data management. This collaborative approach enabled the development team to determine all of the data that required standardization for the new tool and work with their information systems department to enact proposed architecture changes. The solution was a centralized, web-based tool designed to automate data import and application of the client's internal accounting rules. The project incorporated flexible Agile methodologies throughout development to create a custom Oracle database to host the financial data, develop a Java-based application engine to automate data processing, and design a web-based HTML interface that enabled customized, comprehensive reporting.

When VMC delivered the completed financial close tool, the engineering division's finance group was completely satisfied with the results. VMC's custom application changed a cumbersome accounting process that formerly required multiple days of effort from the entire team to an efficient activity that could be completed by one person in just a few hours. Moreover, automating the data management and accounting rules significantly reduced errors, improved data integrity, and decreased the strain on the internal finance team. The client estimated that the project paid for itself in just three months while also freeing the finance team to focus on mission-critical financial matters. The success of the solution has several additional engineering divisions planning to deploy customized versions of the application.

Overview

Customer Profile

Heavy equipment manufacturer

Industry

Manufacturing

Business Challenge

Complex monthly financial closing process was draining internal resources and impacting business-critical activities

VMC Solution

Developed comprehensive software solution to automate financial data collection and application of internal accounting rules to reduce process time from days to hours

Technologies

Oracle
Java
HTML