

# Existing CRM Installations Maintenance and Support

## Client

<international company> headquartered in the USA Developer of a web-based customer service solution for industries that sell technically complex products and services. Customer service solutions, offered by this company, are particularly feature-rich in the core Customer Service areas of e-Service, Service Call Centers and Partner Relationship Management (PRM). Written in Java (J2EE), the solutions offered by this company are web-based, but not merely web-enabled. Designed to leverage the latest enterprise-grade infrastructure technology, these applications are customizable, low-cost and quicker to be implemented as compared to other products of this kind.

## Project Scope

Existing CRM installations maintenance and support

## Task Summary

Second-level support and maintenance for installed applications:

- Defect detecting and fixing;
- Application functionality enhancement.

## Current Results

Follow-up support and maintenance services are continuously delivered:

- to solve different engineering issues customers may experience with the application;
- to provide technical feedback if needed;
- to perform efforts estimation for new requests;

- to certify application for increased load or changed environment by e.g. conducting performance and regression testing.

## Tools and Technology

- Solaris, Windows, Linux;
- Oracle, MS SQL, DB2;
- IBM Websphere, BEA Weblogic, Ironflare Orion, JBoss;
- J2EE, HTML/JavaScript.

## Some Project Statistics

- Team size: up to 11 people at Auriga
- Client relationships duration: 3 years