



*Q3 technologies*

## Strategic technical support through strategic knowledge sourcing, a Q3 stronghold

Q3's global sourcing model gives the maximum benefit to customers in terms of cost savings, improved quality, access to highly talented professionals, flexibility of operations and reduced time to market.

# Case Study – Leading chemical informatics provider

## Company Profile

- » Client is the leading supplier of Internet browser and webserver based life science desktop software, enterprise solutions, chemical databases and consulting services to the biotechnology, pharmaceutical, and chemical industries.
- » Client's partnerships with recognized scientific information providers make a rich array of databases and sources available to customers. Information publishers include Merck, Wolters Kluwer, Organic Syntheses, Derwent and ISI (Thomson), and InfoChem (Springer Verlag/Candover & Cinven).

Client's goal was to create a world-wide technical help Desk providing first line support and problem recording to be serviced by specialized best of breed support staff. It was therefore in search of a suitable offshore partner who would help it take its customer service to new heights and enable it to be truly competitive and effective in supporting the support servicing of its products, at reduced cost. At the same time it was imperative that the knowledge base and expertise of support staff has to be cut above average and unmatched.

## Business Situation

## Solution

- » Application management, knowledge acquisition/knowledge transfer and knowledge repository driven by meta-data level 3 support from offshore application enhancements production support.
- » Application Development, technical Assessments/Consultancy, requirements study, application architecture and design, database design/data modeling Construction and Implementation/Rollout.
- » Strong bonding between Client and Q3 Technologies teams
- » Open communication; efficient project planning; managed expectations
- » Right processes ensuring quality deliveries; good documentation
- » Efficient scope management/change control management
- » Leveraging of Q3 Technologies capabilities for new application development.

## Benefits

- » Qualitative drivers and operational synergies between Client and Q3 Technologies
- » Mature processes for Client's systems; uniform documentation of applications
- » SLA based application support and development services
- » Significant cost savings and profitability due to single point application support, lower running cost as a result of mature processes, excellent resources, and price competitiveness.
- » Re-alignment of Client resources with increased focus on strategic high-end responsibilities.