



Tech Mahindra Collaborates with the Largest Shipping Services in Nordics in their IFS AMS Program

The client is a leading provider of products and services in the maritime industry.

- The client currently has 4,500 specialized marine professionals worldwide – in 2,200 ports in 125 countries.
- Upgraded from IFS 2003 to IFS 8
- “Big Bang” deployment across 70 countries

Features

- 300+ business critical enhancements
- 70+ LCS Cases
- Business Carve Out –Supported M&A activities
- Integrated support process to ensures quick and reliable response times globally

Opportunities

- High number of issues arising from enormous daily business transactions
- Heavily customized IFS solution
- Documentation for transition and support unavailable
- Knowledge issues of end-users

Benefits

- Significant amount of time and cost savings delivered to the client
- SN integration for auto response and assignment of tickets enabling reduction in L1 helpdesk and resource count

Highlights

- Successful service delivery model - to address all required services from offshore
- Introduced agile development through quick release to improve business GTM

Our Solution

- End to End Ownership of the IFS Instance
- Seamless integration with ServiceNow and Change management tool (Jira)
- Automation of tickets
- Delivered 300+ Enhancements
- Resolved 50+ LCS cases - providing significant improvements
- Consequential analysis and testing of system during Patch Application
- Performed System testing and Environment management
- Pilot run before the start of steady-state support
- Developed new reports
- Defined Data Archival policies
- Defined Release and Problem management
- Documented the Transition Process handbook, Knowledge database