





Application Support (I1/I2) for the Aerospace & Defence Industry



CASE STUDY

We have successfully delivered solutions from patch, hot fix, new release, ticket managing to KPI reporting for the World leader in Aerospace and Defence.

 Follow the Sun	 SLA Driven	 10+ Team Members	 Remote Support
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THE CLIENT

Global leader in Aerospace & Defence. It is located basically in France. It is the producer of the first commercially viable digital fly-by-wire airliner and the world's largest passenger airliner.

PROGRAM SUMMARY

- Incident/ticket management
- Root Cause Analysis
- Performance Benchmarking
- FAQ Preparation
- Managing calls from L1
- Validation tests
- Create SQCDP chart to track weekly SLA
- KPI reporting and documentation



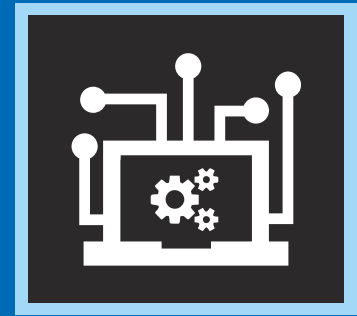
SOLUTION HIGHLIGHTS

- Problem reproduction, analysis and investigation
- Delivery of solutions (patch, hot fix, new release, etc.) to customers
- FAQs proposal and writing

KEY ACCOMPLISHMENTS

- Closed more than 30 dossiers in the first week by meeting SLA and KPI goals
- Handled and closed incidents through web-ex sessions with customers
- Created checklist to organize the tests for each dossiers

TECHNOLOGY USED



- C++
- Java
- Web Technologies
- XML, Unix
- My SQL, SQL Server, Oracle
- MS Excel, MS Word, MS PPT



business@altencalsoftlabs.com
www.altencalsoftlabs.com

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