Success Story

One of the top global leaders in software solutions

PSL Latin America HQ
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Client
One of the top global leaders in software solutions

Industry
IT Service Management

Country
United States

Solution
Application Development
Application Maintenance

Methodology
Customized Feature Driven Development + SCRUM (Agile)

Core Technologies
Java (JEE)
HTML 5 / JavaScript
SOA
SaaS web-applications
Relational Databases
Spring Framework
Ext JS

Why PSL?

Always looking to stay ahead of its competition, The Client sought a nearshore service provider that could help the company create a complete rewrite of a large and successful application, in a highly collaborative fashion. **After exploring more than 20 vendors and engaging in a pilot prototype with those chosen as finalists, The Client selected PSL as its nearshore development partner in Latin America, noting the company's technical depth, commitment to the project, and its convenient same-time-zone location.** Due to the size of the project, other partners where chosen in different latitudes to complement the overall team.

"I have worked with many offshore vendors over the years. To be working with PSL in a large and complex undertaking, and be able to say that in 36 months things have flowed smoothly and that we have had no negative issues at all, is truly remarkable.

-Client´s Vendor Manager
(December 2013)

Context

Our customer, delivers innovative IT management solutions that have enabled more than 20,000 customers worldwide to leverage complex technology to drive extraordinary business performance. The Client does this by helping companies understand how they can place technology at the forefront of business transformation to improve delivery and consumption of digital services, increase operational agility and vastly exceed previous infrastructure capabilities, from mainframe to cloud to mobile. Globally, The Client has more than 6,100 employees, with a presence in more than 120 countries.

Scope

The Client has ample experience working with offshore vendors throughout the globe, generating exacting standards for its remote service providers. In this specific project, given the hundreds of thousands of users that the product to be enhanced was already servicing, the quality of the code delivered by the partner was paramount: a buggy application could signify massive client dissatisfaction and attrition.

Throughout the project, PSL delivered a remarkable standard of quality in all its artifacts, implementing a development process that conceived quality control as a parallel undertaking to all development tasks, and not simply as an end-step in the product life-cycle. To assure world-class quality and maintainability, the SCRUM process incorporated automatic testing "under the hood" and at the GUI levels.

Remote team collaboration and workflow

The geographical structure of the initiative was challenging for all involved. More than 150 developers composed the total project team during the phase with the highest demand, with teams present in the US, Colombia, France and Ukraine (approximately ¼ of all engineers on the project where deployed by PSL). Success required that PSL make use of its ability to deal with multicultural peers, communicating in a respectful, yet forthwith manner via excellent English. Throughout the project, PSL was commended by its personable interaction with all peers, as well as its openness to share and receive ideas and feedback.

Results

The engagement lasted for over 60 months and led to the successful launch of a completely revamped version of the application in late 2013. After the launch, PSL continued to deliver services to The Client, providing maintenance and testing services to the application that was initially built.

"This long-term engagement lasted for 60 months. The results were excellent. The client underscores PSL's ability to fluidly communicate and raise red flags early, before they become complex issues.

Furthermore, the client noted PSL's flexibility in thinking outside the box, and the team's willingness to go the extra mile to meet tight deadlines."

"¡I couldn't be happier to have worked with PSL. You are amazing, I love you guys!"

-Client´s Sr. Development Manager

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