



Business Transformation. Together.



Satyam Computer Services

"Effectively delivering RedDot based content management solutions in an offshore model"

***Wolfgang Patschke, General Manager DACH
25th June 2008 , Richmond, Kew***





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Agenda

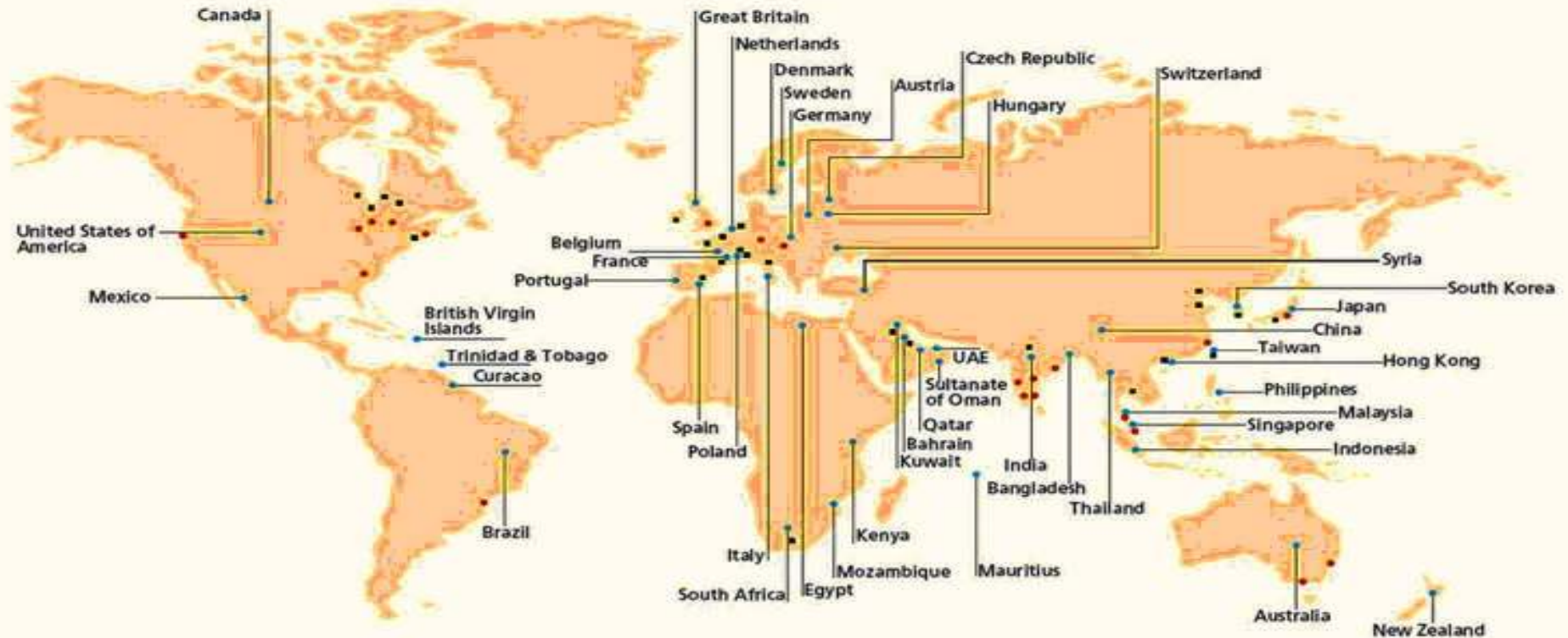


- Our expertise in Content Management
- Satyam RightSourcing™ Model
- RedDot case study Retail company/Semic-Conductor



Leveraging Global Delivery Model

27 development centers spread across the globe
Operations in 55+ countries across the globe



● Satyam Global Solution Centers

USA	Canada	Brazil	UK	Germany	Hungary	India	Malaysia	Singapore	China	Japan	Australia
Parsippany Atlanta Chicago Santa Clara Hartford	Mississauga	Sao Paulo	Basingstoke	Munich Wiesbaden	Budapest	Hyderabad Bangalore Chennai Pune Bhubaneshwar	Kuala Lumpur	Singapore	Shanghai Dalian	Tokyo	Melbourne Sydney

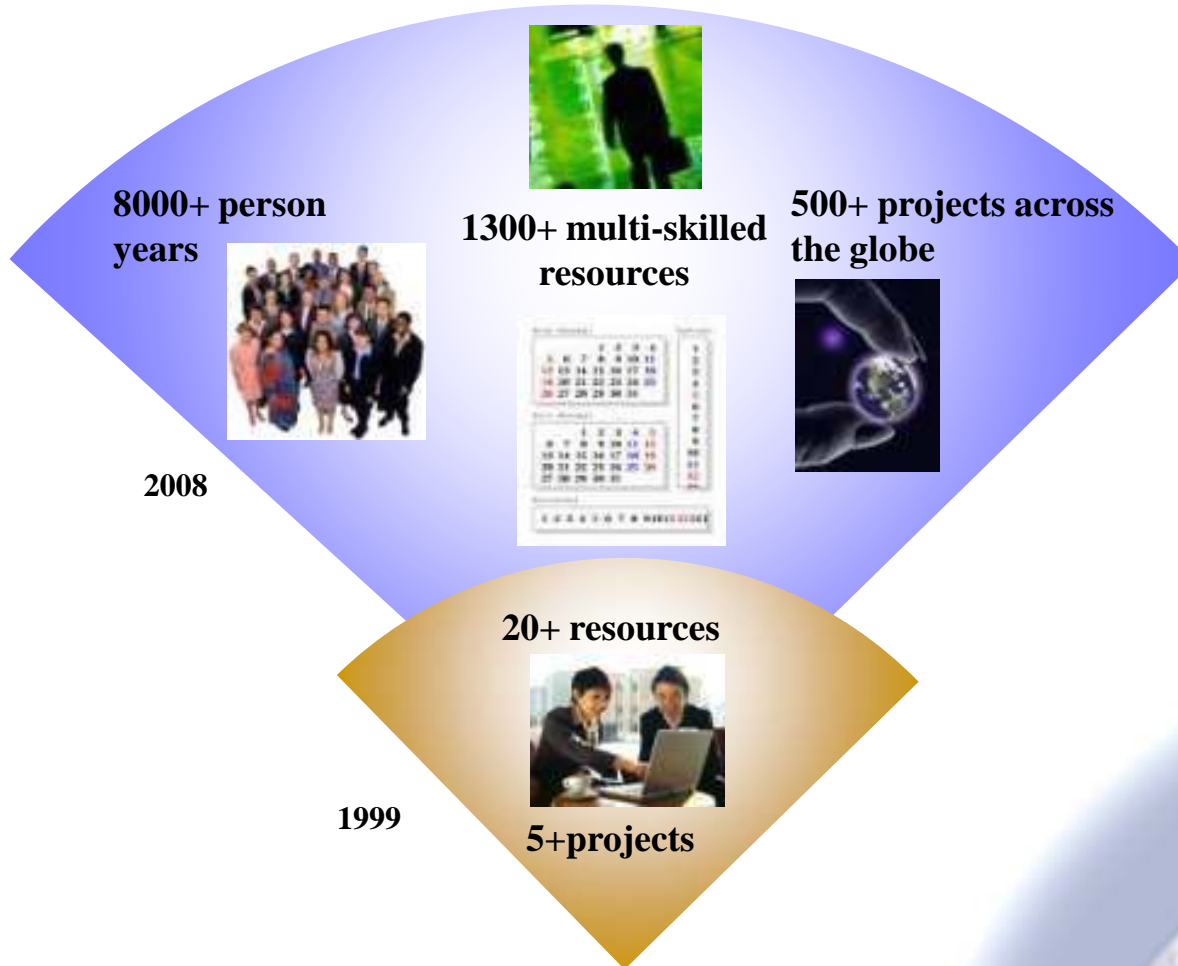
■ Satyam Offices

● Countries Where Satyam Serves Customers



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ECM Experience



Over 9 Years of experience

Largest practice focused on Portals amongst all IT companies in India

Best of the breed alliances

More than 100 + customers.

400 + Associates certified in various technologies.

Domain expertise across industry verticals including Publishing, Banking, Manufacturing, Retail, Healthcare, Insurance, Telecom, Energy & Utilities, Travel & Transportation



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Strong Partnerships



- Assessment of Readiness for IT solutions
- Detailed Analysis of Business Processes and Client requirements
- Gap Analysis
- Infrastructure assessment
- Project Planning and Management

Solutions Design and Implementation

- System Analysis and design
- System Architecture Definition
- Interface development
- Package Implementation
- Line of Business Systems
- Testing and System Integration
- Rollouts

Maintenance and Enhancements

- Application enhancements & support
- Bug fixing
- Operational support
- System Administration and Solution Maintenance
- Migration and version Upgrade
- Rollouts
- Helpdesk Services

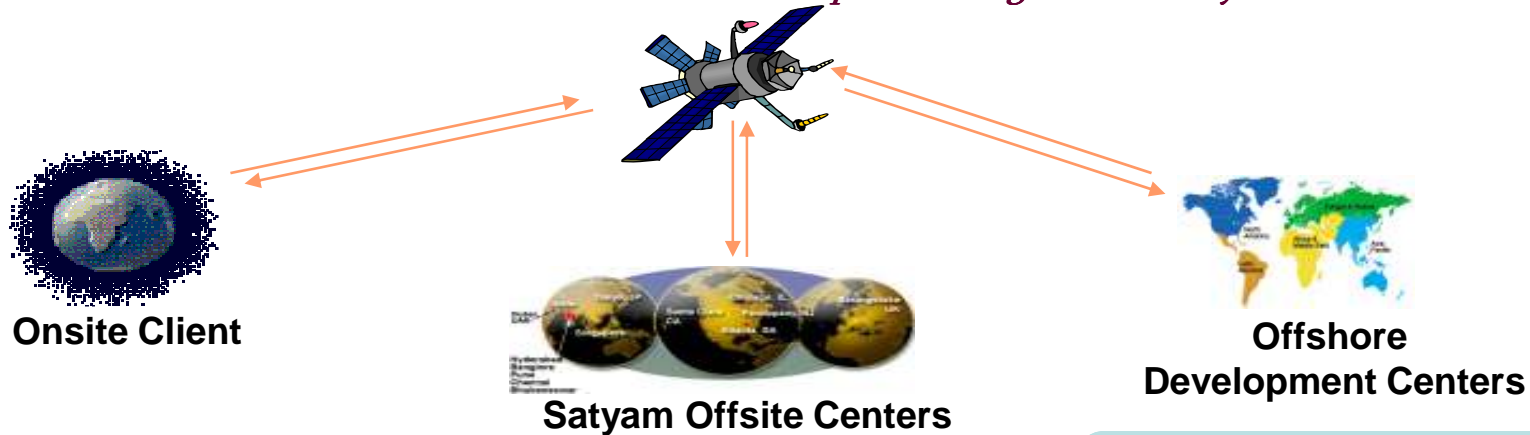
Training

- Manuals and Documentation
- Train Different User Constituencies
- WBT, CBT modules and Class Room Training
- Train the trainers



Globalization : Satyam Right Sourcing Model

Pioneers in Remote Offshore development and global delivery model



- Requirements Gathering & Prioritization
- Statement of Work
- Implementation sign-off & Launch Approval
- Onsite testing
- Implementation

- Planning
- Prototyping
- Project Management
- Post Implementation Support

- Project Management
- Technical Design
- Build / Programming
- Unit/Assembly Testing
- Documentation

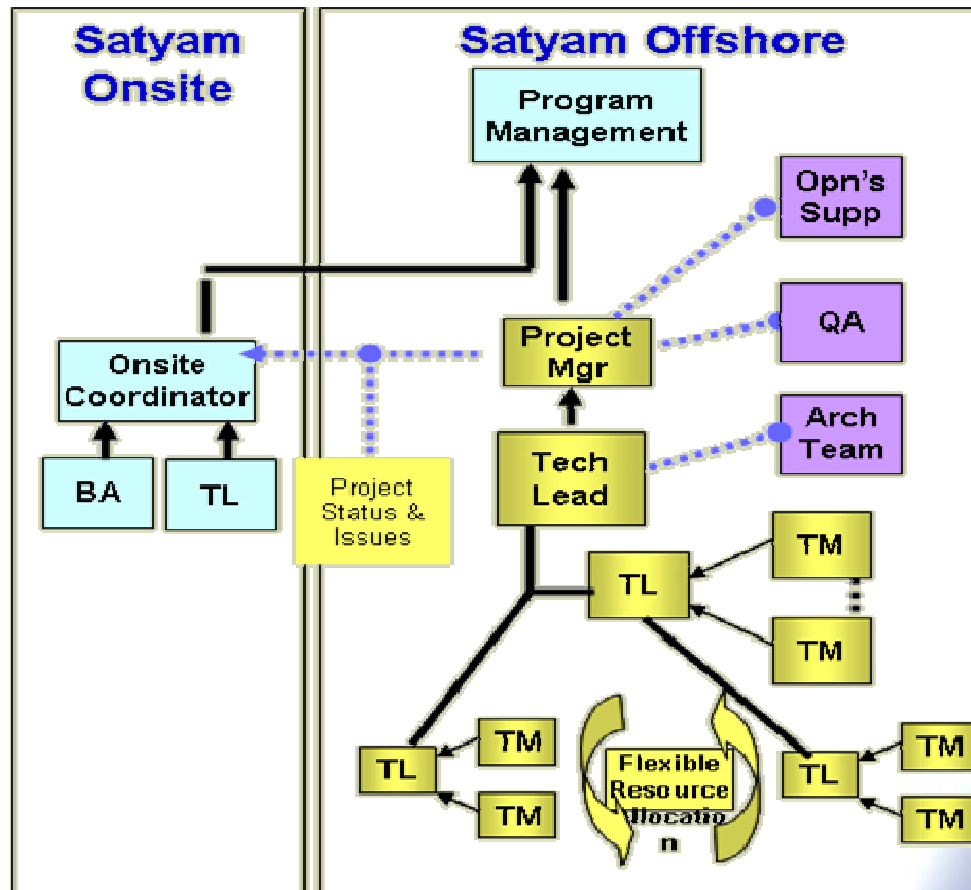
- Post implementation support:
 - Help Desk
 - System. Admin.
 - Maintenance
 - Extension / Integration

Strengthening Right Sourcing model and focusing on delivering non-traditional IT services from our global solution centers



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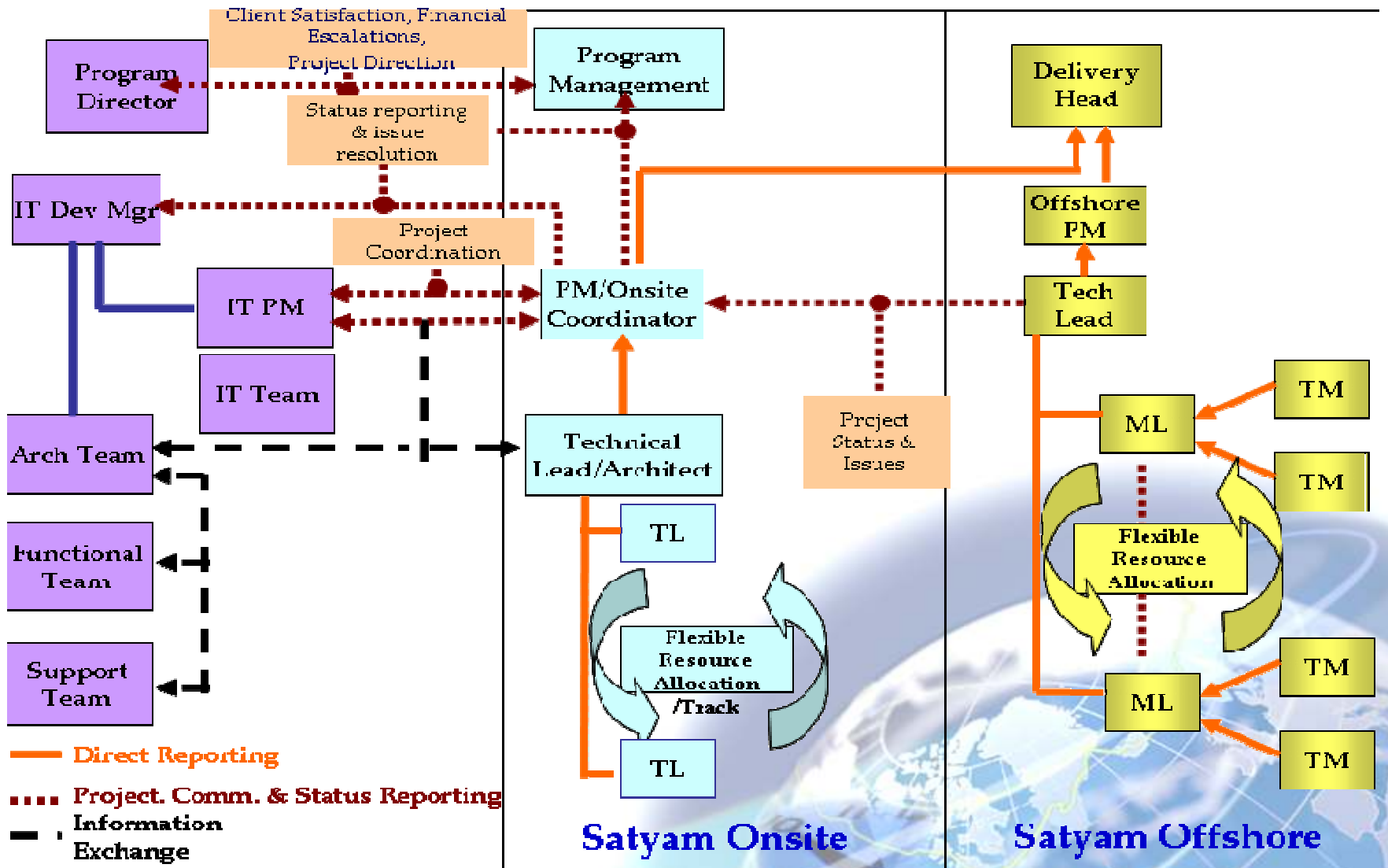
Operationalizing the RightSourcing™ (Onsite - Offshore model)



- Program Management Team coordinates the various projects, team resourcing and relationship management
- Delivery head provides overall directions to each project teams
- Each project team is audited by the Project Management Office for ECM
- Architecture sign-offs for each project done by Enterprise Technology Group (ETG)
- Onsite-Offshore mix decided based on
 - Phase of the project
 - Nature of the engagement
 - Type of service provided
 - Availability of appropriate infrastructure
- Independent Teams for
 - Quality Assurance - PMO
 - Architecture - ETG
 - Operation Support



Engagement Model (Development)





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Typical Onsite Offshore mix for projects



Role	% Onsite	% Offshore
Business Analysts	90	10
Development team	20	80
QA	30	70
Migrations	20	80





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Project implementation experience for a leading retail company



Introduction

The customer is a leading pet food and snack food company in the world

Satyam has been serving this customer for quite some time in various technologies

This customer wants to move from their existing CMS to RedDot WCM products to create and manage their sites

The projects are started successfully and there are sites being built on RedDot by Satyam





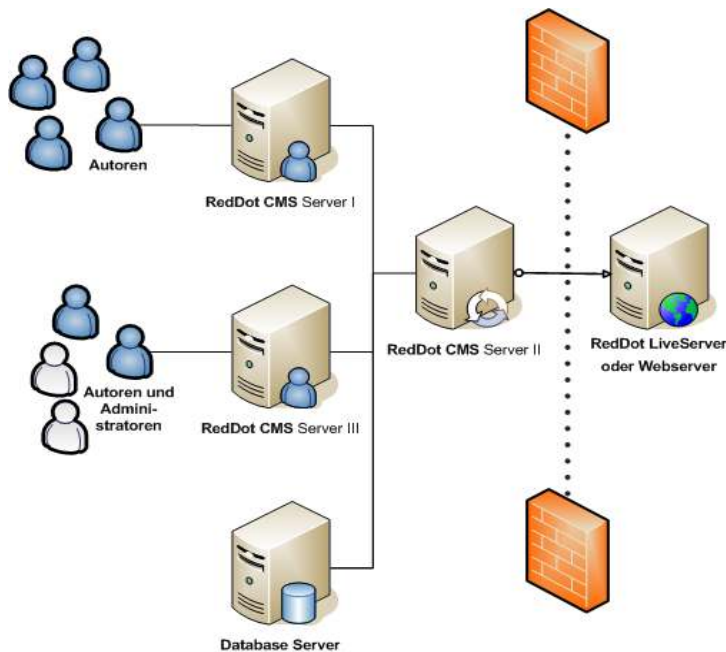
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Project implementation experience for a leading retail company



The features of the project implementation involved from Offshore as Maintenance and support part:

- Creation of templates for the pages
- Implemented bread-crumbs navigation in the pages
- Implemented site-maps in the pages
- Integration of ASP.NET with LiveServer
- Implemented full-text search in RedDot Live Server





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PROJECT IMPLEMENTATION THE FIFTH LARGEST SEMI-CONDUCTOR MANUFACTURER



Introduction

The customer is the fifth largest Semi-conductor company in the world

The customer was in need of a web content Management solution, migration of the web contents from the existing content management solution and integration of the same with the proposed WCMS

They also wanted the solution to be integrated to their other applications like SAP and Documentum





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PROJECT IMPLEMENTATION THE FIFTH LARGEST SEMI-CONDUCTOR MANUFACTURER



The salient features of the initial phase of project implementation involved:

- Creation of templates for the pages
- Usage of VB.Net code to connect to the RedDot server using Distributed Component Object Model (DCOM) to execute queries using RQL (RedDot Query Language)
- Implementation of navigation menus using Navigation Structure and Navigation templates





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Perceived RightSourcing™ Benefits



- Maximize Resource Management
- Processes that allow for rational capacity management and planning
- Defined, documented processes for change management
- Processes to promote financial accountability
- Defined, measurable performance benchmarks and metrics
- Knowledge harvesting, so relevant business and technical knowledge is stored for use in future projects
- Provide ability to quickly and flexibly scale up and down based on needs and priorities





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Questions ?



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