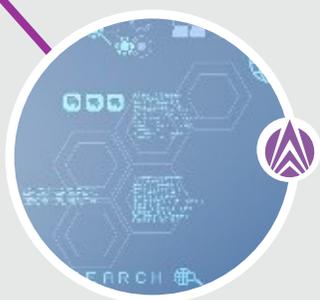


Application Support for a Media Software Solutions Provider

ATTENTION. ALWAYS.

aspire 
SYSTEMS
attention. always.



THE CUSTOMER

The customer offers business management and advertising software for media agencies around the world. Their single-vendor platform helps media companies to manage their ad operations across their business processes. The customer's automation platform is used by over 3200 radio stations in US for their everyday operations.



THE CHALLENGE



The customer had exclusive and efficient automation software that can manage workflow, contracts and finances. They were in need of a support solution for L1 and L2 activities in their application. They wanted a solid team that can understand the technologies which run the application and provide active issues tracking and reporting.

THE SOLUTION

Aspire offered to take up the L1 and L2 support for the customer's advertisement management application.

Aspire's team, with its expertise in application maintenance and support, offered to take up the L1 and L2 support for the customer's advertisement management application. The primary tasks in support at the various levels are:

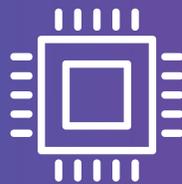
- ➔ **L1 Support:** Addressing application availability issues based on customer feedback.
- ➔ **L2 Support:** Identifying and escalating functionality issues to the onsite team.

Solution in detail

As a part of Aspire's support coverage, the team was involved in

- 1 Proactive monitoring of the client's application and server 24*7 by offering necessary technical support.
- 2 Triggering appropriate escalations and addressing customer's queries in case of any functional issues or anomalies.
- 3 Managing such escalations by tracking the tickets and documenting product issues in their knowledge base to ensure superior control over the application's condition in the future.
- 4 Sending periodical (weekly and monthly) reports on the application's status to the customer.

TECHNOLOGY SNAPSHOT



Tools : Putty, AWS

Platform : Linux

Language : Java

RESULTS



Aspire's disciplined support ensured an increase in efficiency of the application by 60%.

The team's rigorous round-the-clock monitoring efforts helped the customer to bring down their application's downtimes by 80%.



FUTURE IMPACT



Aspire's meticulous planning and execution of the customer's front-end application will ensure that they will reach out and serve a larger customer base effortlessly in the future.

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ABOUT ASPIRE

Aspire Systems is a global technology services firm serving as a trusted technology partner for our customers. We work with some of the world's most innovative enterprises and independent software vendors, helping them leverage technology and outsourcing in our specific areas of expertise. Our core philosophy of "Attention. Always." communicates our belief in lavishing care and attention on our customer and employees.

SINGAPORE
+65 3163 3050

NORTH AMERICA
+1 630 368 0970

EUROPE
+44 203 170 6115

INDIA
+91 44 6740 4000

MIDDLE EAST
+971 50 658 8831

For more info contact
info@aspresys.com or visit www.aspiresys.com

