



INTEGRATING INTELLIGENCE

**Casestudy:  
ProfessionalServices**

**TVSi helped a Contract  
Management Solution provider  
to intensify the sales of its  
product suite**





## THE CLIENT

The client is one of the world's leading providers of enterprise contract management software that streamlines the entire corporate contract lifecycle, from contract request, authoring, negotiation to manage state.

The company was planning to widen its customer base in Europe and Asia Pacific.

To ramp up the sales of its Contract Management Suite to other regions apart from the USA the company realized the need for a flexible long term partner for post sales product implementation and customer support.

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## BUSINESS SITUATION

- The company was keen to maintain its customer base and hence wanted to provide an excellent customer experience, through increased flexibility and greater reliability
  - The company selected TVSi based on an elaborate technical assessment process as an independent Product implementation and Customer support partner for serving its offshore partners
  - Chosen for its demonstrable capabilities in proven technology frameworks and Geographical spread, TVSi's role was to take over the entire post sales implementation process on behalf of the client for Europe and Asia Pacific regions
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## SOLUTION

### **TVSi offered Product Implementation and Post Implementation customer support solution**

- TVSi formed a dedicated team trained & experienced on the Customer's Product and offered Remote implementation and support for installations
  - Offered Product enhancements, customization, upgrades and configuration changes
  - Offered a comprehensive customer support solution encompassing bug fixes, problem support, and developer assistance direct from the core team - meaning you get straight to the experts
  - Defining the SLAs for the customer support task requests based on task priority and history of requests
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**BENEFITS**

- End-to-end managed services with a metrics-based management model
  - Considerable cost saving derived owing to a well-planned Transition and employ of a pure offshore model
  - Followed a phased approach in ramping up the team based on Project requirements
  - Widened global capability
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## ABOUT TVSi

We are an Enterprise Solutions provider for core industries like Manufacturing, Automotive, Trading and Distribution.

Since our inception, we have built long-term relationships with our customers serving their IT & ERP needs. We help our customers to compete and grow by collaboratively solving their business problems through technology solutions, and partnering with them on their IT transformation journey.

We are a part of \$6 billion TVS group of companies well known for a century of Trust, Value & Service with a wide foot print in multiple domains. With the backing from such a reputed group, we are right-sized to address comprehensive IT needs and offer the advantages of nimbleness, flexibility, longevity, commitment to completion and excellent support to our business relationships.

### TVS INFOTECH LTD.

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