



Application Support Case Study - Tesco Ltd

The Situation

Tesco used a number of PC applications within its head office and distribution centres that had been developed in-house. Initially, the developers were supporting these applications. In some cases, these developers were required to work in a different area and no longer had time to support the applications. In other cases, support was the responsibility of a single employee, resulting in considerable risk to service level in case of absence. The majority of these applications were developed using Tesco's preferred technologies of Clipper and DataEase.

As these risks were identified, Tesco required a managed support service for these applications, with delivery to agreed service levels.

The Solution

Spring IT Solutions organised a remote support centre, using Tesco equipment based at Spring premises. A managed support team with a wide range of technical and communication skills was put in place, along with a call-logging system developed to provide the measurable problem resolution criteria required by the Service Level Agreement.

Client Benefits

- Guaranteed support service levels, as agreed with the client.
- A seamless, team-based, multi-skilled support service, removing the risk of a single individual having exclusive knowledge of an application.
- A single point of contact for application users.
- Root cause analysis, resulting in an improvement of application reliability as the causes of problems are identified and eliminated.
- Year-on-year cost savings - the cost of support fell in line with the decrease in the number of problems encountered.
- Cost-effective and quality application enhancement and migration to new platforms, meeting the needs of evolving business requirements.
- A multi-disciplinary team able to deliver the replacement and development of new applications using Tesco's preferred technology and platform (ranging from FOCUS mainframe technology to Microsoft.net).
- The provision of both a Spring Account Manager and Spring Support Team Manager as part of the contract - permanent members of Spring staff, responsible for the management of personnel issues and for client liaison.