



Case Study: Capita Progress Services

CAPITA HARTSHEAD



About us

JKT is a global IT services and software solutions company; providing world class solutions to SMEs, start up dot coms as well as some of the world's largest organisations. At JKT we are driven by a simple yet powerful tenet of providing "Total Customer Satisfaction".

Founded in 1993, JKT has operations throughout the UK, Europe, USA and Asia including three advanced software development centres. JKT is a part of the 100 year old JK Organisation, a \$4billion group and one of India's largest conglomerates.

Employing over 1000 top class technical specialists, we deliver high quality software services utilising industry best practices and proven methodologies. We combine our tightly integrated global delivery model and technical expertise to deliver solutions to our client's complex business challenges.

We are honest, open and will always tell it like it is.

JKT is an ISO 9001, ISO 27001, CMMi, ITSMF, SAP AMS certified company with patents registered for IT service processes and solutions.



About Capita

Capita Hartshead is leading provider of consultancy, administration and specialist delivery solutions to the life and pensions industry. Their core services are pensions administration and consulting, both actuarial and investment. In addition, they offer their client access to expertise across a wide range of specialisation including transition management, member communications, compliance consulting, complaint management and independent trustee reviews. Operating from 14 locations across UK and Ireland, Capita's 1700 strong team manage client's pension schemes assets of over £50bn. Capita has won many national awards including the Best Third Party Administrator and the UK Pensions award 2012.

The Situation

Capita's core Pension Administration product Hartlink, is a Progress based application that has been developed by Capita's internal IT department over the past decade. As Hartlink was getting customised and implemented for a number of large financial clients, Capita decided to engage a strategic offshore partner to support their ongoing application development and maintenance. Their requirements to overcome foreseeable challenges were:

- » Continuous availability of expert Progress technical skills
- » Ability to optimise IT spend
- » Deep understanding of the different layers of Hartlink
- » A partner able to adapt & contribute to the pension domain

- » Flexibility in the engagement to ramp up and ramp down as the project demands
- » Control attrition and ensure continuity of experienced resources
- » Secure streamline knowledge sharing between onshore and offshore teams
- » Implementation & management of an 80:20 offshore / onsite team ratio

Why JKT

JKT is one of the industry's leading providers of Progress Software services with more than two decades of experience, providing application development and support to customers globally. Our association with Progress Software Corp. (PSC) started in 1993 and continues to flourish today. Our Progress practice comprises of over 150 trained consultants and is one of the largest in the world in core Progress OpenEdge development skills.

As a global IT Services company JKT has a proven track record in providing services on platforms including Linux, Unix, AIX and MS Windows across all Progress versions starting from V 5 as well as Character, GUI, Web based and Mobility solutions. Our mature Progress practice has robust and time tested methodology, solution delivery framework and capabilities which ensure the best solution for our client.

What our clients say:

CAPITA HARTSHEAD

"JKT have, over the years proved themselves to be a worthy partner. We have thrown many challenges their way, some quite difficult, however I continue to be impressed by JKT's response, professionalism and commitment to help us achieve our operational goals"

Andy Bailey, Technology & Information Director



Highlights of JKT's Solution

- » Access to our pool of certified Progress experts
- » Global delivery model helping to reduce IT spend
- » Dedicated offshore resource
- » Secure client ODC
- » Simultaneous support to multi implementation projects
- » Trouble free resource rotation
- » Significant improvement in quality
- » Implemented new processes
- » Significantly reduced the support response time

The Solution

JKT started with small team onsite at the client's premises with an objective to understand the application architecture, business rules and pension domain. We quickly established our credentials within Capita and were asked to address some critical projects which were outstanding, which was achieved with great success.

Once the initial team acquired expertise on Hartlink application architecture, business rules and schema we started to implement the transition program. In less than 6 months, the team was ramped up and achieved the desired 80:20 offshore / onsite ratio, which helped realise substantial savings. The next stage was to create multiple sub-teams to support the different flavours of Hartlink for each of Capita's large clients. A regular rotation among sub teams ensured that the overall knowledge of the team was strengthened which improved the delivery across numerous projects. In addition we created a Capita specific induction plan to shorten the on-boarding. This combined with a knowledge management plan and an additional 10% shadow resource vastly improved JKT's ability to meet the challenges of attrition and project ramp-up.

JKT implemented a joint project governance plan and put in to practice with 3 layers of governance. Account level, Project level and Team level. Monthly statistics were created to analyse and quantify the efficiency of the team. Coding and reviewing best practices were created and enforced in order to achieve the consistent quality and productivity.

What was achieved

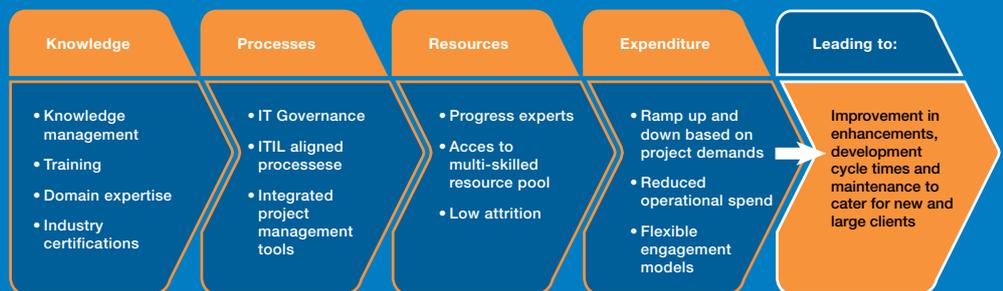
Capita found in JKT a flexible partner which offered secure offshore delivery capabilities together with a well trained pool of resource able to meet the demands for the new Hartlink implementation. We were able to ramp up or down teams to meet the changing projects dynamics and provide the required skills at each stage of the engagement.

Also by leveraging JKT's offshore presence, Capita was able to substantially reduce the overall implementation and support costs. In addition, JKT made significant contributions in improving the software development processes and improved the support response time and overall software quality.

Other Clients Include:

- » Unilever Ltd.
- » Tyco Electronics Ltd.
- » Specsavers
- » Coca Cola
- » Acer
- » Indiabulls Ltd.
- » Autoquake

JKT's solution



Our partners include:

