

**EXIGEN® SERVICES:  
CASE STUDY**  
APPLICATION SUPPORT  
FOR GLOBAL INVESTMENT  
BANK



### **ABOUT THE GLOBAL INVESTMENT BANK**

A large global Investment Bank institution with corporate offices in Europe and America.

### **BUSINESS CHALLENGES**

Exigen Services has been working with the Asset Management division of a Global Investment bank in New York City on its US-based Triage Program since May 2007.

The focus of this Program has been twofold. Firstly, to design, manage and implement technical requirements for new financial instruments in the overall suite of the front, middle and back-office systems running the business in New York. Secondly, Exigen Services has developed and implemented designs in the back-office environment within a mission-critical operations application.

Furthermore, Exigen Services has been involved in design and development work on a variety of peripheral systems around the core operations application, and in generating a master set of test scripts and test planning methodologies to ensure that new functionality is put online with minimal risk.

### **SOLUTION DELIVERED**

As a result of this engagement, Exigen Services has a deep understanding of all parts of the front and back office environments. The firm has recognized this and was interested in leveraging this learning to rapidly put in place a highly functional Exigen Services development team to perform Tier 2 support.

In January 2008 Exigen Services began supplying 2nd and 3rd level support. For the 2nd level support, a business analyst is working onsite in New York during trading times answering calls from 1st level. If the problem cannot be solved, it is escalated to the 3rd level team based at Exigen Services St. Petersburg office. The 3rd Level Team is currently staffed with five developers and works to solve various technical problems.

### **IMPACT ON BUSINESS**

The described support process above has been in place for a while and is working well.

A side benefit to this situation is that the 3rd Level Support team are located in the same location as developers working on the latest releases. This allows for a good flow of information and ensures that the support team are aware of new features that are about to go live.



## TECHNOLOGY USED

- ▶ The technology environment for this project included . C++, CORBA, Sybase
- ▶ Number of Exigen Services staff on project: 8

## ABOUT EXIGEN® SERVICES

Exigen Services is the leading application outsourcing services provider, and combines world class skills, recognized expertise in development methodologies, and industry experience to reduce risks, lower costs and deliver results. Exigen Services has pioneered a new approach to global application outsourcing, Outsourcing 2.0 that includes commercial terms that optimize financial alignment between client and vendor. As a result, Exigen Services makes IT outsourcing a much easier and more beneficial undertaking for global enterprises.

Since 2000, Exigen Services has been the global leader in the use of distributed Agile methods for rapid and precise systems development throughout the banking/ insurance/ brokerage, healthcare, telecommunications, government and media industries. Exigen Services has achieved high honors in a variety of independent lists and rankings, including *Brown & Wilson Black Book of Outsourcing* in 2008, *Global Services 100* in 2009, *Inc Magazine's 2008 Inc5000* and is a top 10 provider of both outsourced product development and human capital development.

Clients range from mid-sized growth companies to Fortune 500 organizations including Sun Microsystems, CSC, Universal Music Group, Standard & Poor's, T-Mobile, Westpac Bank and many others. Exigen Services is a registered trademark of Exigen Services, Ltd.

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