Quinnox successfully transitions and stabilizes the client's **Inventory Management System** (IMS) in less than 12 weeks

Our customer had developed an in-house Inventory Management System (IMS) that comprised of a complex and heavily customized code base on multiple technologies. They wanted to partner with a vendor to support their IMS, as they faced the following challenges:

- 18-24 months backlog of critical features requested by dealers/users due to a past failed attempt to re-engineer the solution in-house

- Poor service levels affecting customer satisfaction due to a longer turnaround time for issue

- Need for faster time to market for new product features to remain competitive

- Non availability of resources with the right mix of skills to support the diverse technologies

- Lack of process related documentation led to lengthy on-boarding process for new resources

- Lack of a proper process and methodology to deliver, maintain or support any updates or enhancements, which impacted the business

Quinnox carried out a study phase to understand the application landscape, feature requirements and created a roadmap for feature additions. We ensured business as usual (BAU) while adding new features and increased the usability of the applications for the business users. Reverse engineered the code and created proper documentation of business processes, rules and sequences. Streamlined governance & reporting process.
Quinnox established a structured induction process for faster on-boarding & cross-training of resources and created a repository of operating procedures to ensure effective knowledge transfer. We also built an automated regression suite for improving development/ deployment cycle time and have daily or weekly release.

Bottom line benefits

Quinnox transitioned and stabilized the Inventory Management System in less than 12 weeks. We also ensure the following:

- 10 times increase in rate of issue resolution and business critical enhancements leading to faster clearing of backlogs

- Faster go to market services and improved service levels due to the timely rollout of planned/ new features/enhancements

- Reduced resource on-boarding time from 3 months to 2 weeks to ensure the immediate availability of the right mix of skills

- Used Google Analytics for studying reports usage trends to help support effective business decision-making