

# Production Support for a Multinational American Corporation

## Overview of the Client

The client is a well-known multinational corporation that designs, manufactures and sells networking equipment. It is the worldwide leader in networking, transforming how people connect, communicate and collaborate.

## Services Provided

Since May of 2011, Hengtian has provided the client with off-shore production support for their online meeting products, including Meeting Center, BI Center, Meeting Order Management and Billing Systems.

Hengtian was commissioned to support the client' s online meeting products in a project that lasted slightly over three years and involved a team of 11 Hengtian employees. Powered by its technical advantages, Hengtian completed all relevant tasks regarding the applications and provided a stable and efficient system for the client. Through this successful cooperation, Hengtian built a long-term and trusted relationship with the client and participating global teams.

## Highlights of the Hengtian Solution

- Maintained the systems by taking Java and SQL queries
- Solved fault data display problems in the WebEx portal system
- Delivered efficient and stable services to customers
- Developed automation tools intended to solve issues
- Fixed over 100 technical bugs
- Improved system performance and decreased outage rate
- Utilized Oracle 11 DB, Weblogic, Cognos, and other software

## Voice of the Client

"The automation tool USAA is a great DevOps delivery device that helps us to troubleshoot Webex 11 out-of-sync issues. With it we can easily identify key information and root causes. I thank you and your team for your superior development skills and support services regarding this tool!"

—Client Project Manager