

## Offshore Development Center for a Fortune 500 Networking Solution Provider

### Overview of the Client

The client is among the world's top 500 companies and a leading provider of information technology and networking solutions. Known for its innovation and robust product portfolio, The client serves a vast array of industries by delivering solutions that enhance communication and connectivity.

Hengtian established cooperation with the client in 2009, and since then, the scale of collaboration has consistently expanded.

Hengtian has become the client's regional preferred partner, providing comprehensive project and technical support. This includes consulting, development, testing, product support, upgrading, and maintenance.

### Partnership with Hengtian

#### Services Provided

##### 1) Main Services

**Training and Consulting:** Hengtian offers training and consulting on test methods and processes, helping the client enhance its testing capabilities.

**Development and Testing:** Hengtian has been involved in the development and testing of several platforms, including the CEO/CIO management information exchange platform, an automated testing framework, and business intelligence solutions.



**Virtualized Infrastructure:** Hengtian focused on providing a highly stable and available virtualized infrastructure. This support extends across regions for engineering lab environment administration, virtual infrastructure environment monitoring, and OpenStack environment deployment.

## 2) Web and Video Conferencing Products

**Maintenance and Support:** Hengtian supports the billing system, ensuring it runs smoothly and efficiently.

**Unified Communications Tool:** Development and testing of unified communications tools to enhance collaboration.

**Conferencing Clients:** Development and testing of conferencing clients on platforms such as BlackBerry 10 and iOS.

**User Experience:** Hengtian assesses and consults on the quality of the user experience for cloud-based web and video conferencing, ensuring high standards of user satisfaction.

**Fraud Management:** Development of the next-generation unified fraud management platform, including back-end API services and daily troubleshooting operations.

## 3) Supply Chain Products

**Big Data Platform:** Support and maintenance of the client's supply chain big data platform.

**Royalty Calculation Engine:** Development of the supply chain royalty calculation engine, enhancing accuracy and efficiency.

**MongoDB Support:** Ongoing support and maintenance for MongoDB within the supply chain systems.



**RCE Cloud:** Redesigned using a cloud-native approach to improve royalty calculations, increase revenue, reduce costs, and enhance flexibility.

#### 4) VMware vRealize Hybrid Cloud Management Platform

**Platform Construction and Design:** Hengtian helped construct and design the architecture of the platform.

**System Diagnosis and Maintenance:** Environment and system downtime diagnosis and maintenance.

**User Management:** Ongoing system maintenance, monitoring, and user management to enhance operational efficiency.

**VMWare Integration:** Integration of VMWare vRealize to improve resource utilization and achieve cluster management with five years of uninterrupted service.

#### 5) Information Security Related Products

**Development and Maintenance:** Hengtian provides development and maintenance for enterprise-level information security products, including user login authentication, authorization management, and information security monitoring platforms.

### Project Delivery

Hengtian has demonstrated exceptional project management and technical capabilities, consistently delivering projects on time and meeting the client's high standards. The successful implementation of various systems and platforms has significantly contributed to the client's operational efficiency and product quality.



## Voice of the Client

The Global Payments Center Director at the client highlighted the value of the collaboration with Hengtian:

“The cooperation with Hengtian has been an example in cross-team and cross-region cooperation, and has brought us great value.”

This testimonial underscores the effectiveness of Hengtian’s approach to project management and technical support, as well as the strong partnership between the two companies.

## Working in Partnership

The longstanding partnership between the client and Hengtian showcases the importance of strategic collaboration, technical expertise, and effective project management.

Hengtian’s ability to deliver high-quality solutions and continuous support has been instrumental in helping the client achieve its business objectives. The positive feedback from the client’s leadership highlights the success and value of this partnership, making it a model for cross-team and cross-region cooperation.

If your business is in need of custom software solutions, please do get in touch with our client services team.

