

Strategic Offshore IT Partner for Global Leading Financial Services Provider

Overview of the Client

The client is a global provider of technology-based service solutions, serving a diverse array of clients in sectors such as asset management, brokerage, retirement, insurance, and healthcare. It provides its services to the financial services businesses, especially in the fund and asset management sectors.

The company's mission is to help its clients process, communicate, and safeguard critical customer information, thereby enabling effective business management practices.

Partnership with Hengtian

Hengtian has been a strategic partner for the client since 2008, providing a comprehensive range of offshore services. The collaboration includes application development, software testing, production support, system re-engineering, digital transformation, and research and development (R&D).

Hengtian's in-depth business domain knowledge and robust technical expertise have been instrumental in the successful delivery of numerous strategic projects for the client.

Services Provided

1) Application Development

Custom Solutions: Tailored software solutions to meet specific client needs.



Integration: Seamless integration of new applications with existing systems.

Optimization: Enhancements to improve application performance and user experience.

2) Software Testing

Automated Testing: Utilization of advanced tools to ensure software reliability.

Manual Testing: Comprehensive testing to identify and resolve any potential issues.

Quality Assurance: Rigorous QA processes to maintain high standards of software quality.

3) Production Support

24x7 Support: Round-the-clock level 2 and level 3 support to ensure continuous system operation.

Incident Management: Efficient handling of incidents to minimize downtime.

Performance Monitoring: Ongoing monitoring to proactively address potential issues.

4) System Re-engineering

Legacy System Modernization: Upgrading outdated systems to improve functionality and efficiency.

Architecture Redesign: Enhancing system architecture to support scalability and performance.

Process Automation: Implementing automation to streamline business processes.



5) Digital Transformation

Strategic Planning: Developing roadmaps for digital transformation initiatives.

Technology Adoption: Leveraging cutting-edge technologies to drive innovation.

Change Management: Ensuring smooth transition and adoption of new digital solutions.

6) Research and Development (R&D)

Innovation: Exploring new technologies and methodologies to stay ahead of industry trends.

Prototyping: Developing prototypes to test and validate new ideas.

Collaboration: Working closely with the client to align R&D efforts with business goals.

Project Delivery

Hengtian's project delivery teams have been pivotal in ensuring the on-time and high-quality delivery of dozens of strategic projects for the client. Their solid technical capabilities and deep understanding of business domains have enabled them to overcome various challenges and meet the client's expectations.

The Programme Manager of the client has expressed appreciation for the collaborative efforts of both internal and external teams:

“All the internal and external teams have played a very important role in bringing the project to this stage, and I would like to thank you all for working hard to overcome the various challenges and achieve the successful delivery of the project.”

This underscores the value of Hengtian's contributions and the strong partnership between the two companies.



Working in Partnership

The long-standing partnership between the client and Hengtian highlights the importance of collaboration, technical excellence, and strategic alignment in achieving business success.

Hengtian's commitment to delivering high-quality solutions and continuous support in partnership with the client has been a cornerstone of its ability to serve its clients effectively and efficiently.

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

