

# Creation of a customized application and 24x7 maintenance and support of existing components

## Objective

Pyramid was asked to develop a web-based customizable solution for assisting school districts with key areas of curriculum, assessment, instruction, planning and organization.

## Challenges

- ▶ Implementation of highly complex requirements in a little recognized CMS Kentico
- ▶ Application development for cross browser, OS and devices platforms
- ▶ Debugging of errors and bugs in existing application
- ▶ Overcoming bottlenecks posed by lack of technical/user documentation

## Approach

Professionals at Pyramid followed an agile scrum methodology to carry out development of application. Once the development phase was over, the organization also promised round-the-clock support and maintenance for the application.

## Business Benefits

- ▶ Pyramid's experienced team of professionals worked on enhancement, development and maintenance of applications
- ▶ Application support in extended work hours provided time zone overlap and facilitated communication with Client's US office. To not only improve the productivity quotient but also reduce the cycle time.

## Industry Segment

Education

## Customer Profile

The client being a leading education performance improvement company partners with local and state education agencies. In order to enable them accelerate the achievement of their objectives.

## Technology and Tools

- ▶ ASP.NET
- ▶ SQL Server 2008 R2
- ▶ WCF
- ▶ jQuery
- ▶ Third party controls (Telerik and Google Bar Chart)
- ▶ VS 2010
- ▶ TFS power tools

## Solution Highlights

- ▶ KT (Knowledge Transfer) sessions conducted by the client for the offshore team
- ▶ Work progress closely tracked and shared with the client and the offshore team on a daily basis
- ▶ Code review and verification process was followed to the core for both the onsite and offshore locations
- ▶ Whole process was well documented and shared with not only the client but even the offshore team

## Related Solutions

- ▶ Application Development, Design and Implementation
- ▶ Systems Integration and Consolidation
- ▶ Support, Maintenance, Re-engineering and Performance tuning
- ▶ Feasibility and Requirement Analysis for business scenarios

## About Pyramid

Pyramid Consulting Inc. is a global technology and process driven software solutions company offering customer centric solutions. With knowledge and experience of the entire IT lifecycle, we help enterprises streamline core IT processes and augment their competitive advantage. Pyramid's global delivery model harnesses productive tools, agile methodologies, iterative processes and expert frameworks to provide innovative and cost-effective solutions.

Our domain and industry experts engineer robust technology solutions for clients in a wide range of industries including retail, logistics, healthcare, insurance, software development, financial services, media, publishing and telecommunications.

### Global Headquarter

Pyramid Consulting, Inc. 11100 Atlantis Place Alpharetta, GA 30022, USA  
Phone: 678.514.3500 Toll-free: 877.248.0024

### USA

Georgia  
New York/New Jersey  
North Carolina  
Virginia  
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### Canada

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For more information:

Visit us at [www.solutions.pyramidci.com](http://www.solutions.pyramidci.com) or  
email us at [marketing@pyramidci.com](mailto:marketing@pyramidci.com)

