

Product Co-Development of VoIP PBX for a US based / Fortune 500

Networking & Communication Company

Executive Summary Product Co-Development, Enhancement and testing of VoIP PBX for leading US based company in networking domain. Innovative modules and features have been conceptualized and architected. Bulk of the product R&D is done at offshore, Strong process has helped reduce time to market.	Engagement Metrics <ul style="list-style-type: none">• Contract Value: <i>Cannot be disclosed</i>• Duration: <i>Cannot be disclosed</i>• Share of work done in India: >90% of the work
Client A leading US based manufacturer of communication equipments for enterprise and telecommunication carriers. Customer's products include remote access servers, IP telephony equipment used to transmit data, voice and video communications over the same network, optical networking components, and network service and security systems.	Key Achievements / Deliverables <ul style="list-style-type: none">• Innovative modules & feature were conceptualized and architected at Infosys & filed for patent. These have created considerable +ve impact to the customer's revenue side• Globalized R&D and motivated team for co-development at Infosys helped reduce cost of Product R&D, reduced the time to create the product, provided the flexibility & agility as well as enhanced the innovation of the product.• The broad spectrum of applications designed and architected by Infosys has
Business Issue(s) Addressed <ul style="list-style-type: none">• Bring differentiation to the customer's product portfolio.• Faster time to market release of the product.• 24 X 7 Product Support for customers• Increased product relevance in various market segments.• Internationalization issue• Cost Savings in Product R&D	

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How Infosys Helped

- Infosys co-developed the product with the customer.
- The team delivers complete range of activities from development, testing and support of the product. Part of the support team for 24X7 product support.
- In-House tool development to increase efficiency.
- Complete ownership of development & sustenance of certain product features.
- Testing activities like design and test planning, automation & regression, Feature testing and First Customer Shipment Readiness testing were undertaken.

Tools Used: <Cannot be disclosed>

Methodology Adopted: <Cannot be disclosed>

exceedingly improved the revenue in markets as well as the operational and administrative efficiency of the customer's product.

- Conceptualized, designed and architected various value added services and applications in the enterprise IP-PBX product.
- Devised several applications to reduce the troubleshoot effort at the field for the end customer support team

Company Profile

Infosys (NASDAQ:INFY) defines, designs and delivers IT-enabled business solutions. These provide clients with strategic differentiation and operational superiority, thereby increasing their competitiveness. Each solution is delivered with the industry-benchmark Infosys Predictability that gives clients peace of mind.

Infosys offers concept-to-market R&D and engineering services across verticals that provide clients significant benefits including enhanced innovation, faster time to market and reduced TCO.

Infosys' other services include: business and technology consulting, application development, systems integration, re-engineering, independent testing and validation services, IT infrastructure services and BPO.

Infosys has offices in 18 countries and development centers in India, China, Australia, UK, Canada and Japan.

Unit Profile

Infosys' product engineering group provides competitive advantage to manufacturing companies through innovative solutions that accelerate new product development while reducing cost. The group focuses on Product Development and Design, Embedded Systems and PLM solutions. Product Design services include Concept Design, Detailed design, Analysis and Optimization, Digital Prototyping, Testing, and Engineering Project Management. PLM offerings include Consulting, Implementation and Value-added services.

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