



Case Study: Global Financial Software Company's Offshore Center, India

About the Company

A global leader in software and processing solutions for financial services, higher education and the public sector, the Company has its offshore services centers located at Bangalore and Pune.

The offshore centers provide specialized software product development, testing, implementation and support services, as well as specialized business process outsourcing. They support the Company's products and customers worldwide across software and processing business.

Project Description

The Company's Pune center wanted to achieve CMMI Level 2. The objectives for the process improvement initiatives were:

- Enhance project management activities in the organization
- Build best practices in project management process to be implemented across the organization
- Benchmark processes against SEI Capability Maturity Model

Nihilent's Role

The Company asked Nihilent to help them for CMM Level 2. Nihilent's Lead Appraiser was engaged for this assignment. The scope included:

- Review of Projects PIID
- SEI Authorized "Introduction to CMMI" training
- Readiness Check
- SCAMPI A Appraisal for CMMI Level 2

Business Benefits Delivered

- Improved project management capabilities
- A process driven culture environment within the client's project management teams and the organization as a whole

In March 2006, the Company's center was assessed at CMMI Level 2.