



CC ReMain

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Remote
Software Maintenance

CC ReMain

Remote Software Maintenance

Description:

CC has developed the remote maintenance solution **CC ReMain** for the maintenance of individual customer software systems.

CC ReMain has one major difference to traditional outsourcing: all required maintenance activities are conducted by the **CC Maintenance Factory** via direct connection to our headquarters by using an international satellite network. The customer maintains control of running the application systems, and the software that requires maintenance stays on the customer's computer system.

The expense our customers have with maintaining their existing individual and/or standard software systems is minimized. Generally, the fixed price we quote for a year includes corrective and adaptive and/or perfective maintenance.

Advantages:

- Fixed budget plan for all maintenance activities, i.e. clear and calculable costs
- Software requiring maintenance stays on customer's computer, ensuring high security
- Reduced project times and concrete deadlines allow for exact planning
- Minimized need for external resources, no man-power on-site, i.e. cost reduction
- Low in-house employee involvement means other projects are not interrupted or postponed

Complex Tasks Require Fast and Simple Solutions

Maintenance work is historically peppered with difficulties and unpleasant surprises. The complexity and coordination requirements of maintenance are often underestimated, with the result that complex maintenance activities are rarely successfully completed within the planned time and budget frames. Often the input necessary is misjudged because concrete planning data and system documentation are missing or only partially available. Furthermore, the success or failure of complex maintenance activities is greatly influenced by the involvement of experienced employees. They are then unavailable or only partially available for other important projects such as the new development or introduction of standard software.

Due to growing demands and shorter intervals between system changes (changing of data bank systems, programming languages, work systems and/or hardware platforms), manpower is increasingly needed on a long-term basis.

In addition to technical system changes, economic changes such as regulatory updates, new market segments, mergers, etc. lead to a need for faster maintenance and thereby to higher complexity.

Even the introduction of standard software changes little in this area: the adaptation - necessary during system introduction or release changes - requires extensive employee involvement, also because the "old" systems run parallel for a time and still have to be maintained and expanded according to needs.

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CC ReMain - Solution to Maintenance Challenges

Based on our experience with numerous large re-engineering projects, **CC** offers the solution for optimized and qualified handling of maintenance activities through the concept of Remote Maintenance - **CC ReMain**. In contrast to conventional outsourcing projects, work is conducted via computer connection from Wiesbaden as a turnkey solution. All system components remain on the customer's computer system and under his control. **CC** receives access rights only to information needed to successfully complete concrete tasks.

Terminals of desks for external project members are required only as an exception, and in-house employees are barely involved, keeping them from getting caught up in routine work. A further advantage is the use of existing IT infrastructure, consequently leading to a drastic reduction of technical problems.

The advantages are clear:

- major reduction of peripheral costs
- implementation by specialized, highly motivated employees experienced in complex maintenance projects
- limited need for internal manpower, allowing for better planning of internal resources
- creation of an optimal maintenance environment
- implementation of defined quality mechanisms
- possibility of implementing larger maintenance activities as a single project

CC Remote Maintenance in Practice

On the basis of a quality and complexity analysis, **CC** develops together with the customer a concrete concept for taking over maintenance activities. In this process, the necessary communications network and channels are determined. A fixed price for yearly maintenance is set, which is calculated based on the quality, complexity and extent of the maintenance activities.

Taken into consideration are:

1. Corrective Maintenance

Corrective maintenance includes error identification and correction of the software systems in maintenance, as well as testing to also confirm error correction.

2. Adaptive Maintenance

Necessary technical adaptations in regard to changed system environments are conducted after calculating necessary input. We guarantee our customer's delivery dates.

3. Perfective Maintenance

Qualitative improvements as well as necessary additions agreed upon with the customer are conducted in the framework of Remote Maintenance or individually as separate fixed price projects.



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