Development and Maintenance of Custom Applications and Systems for a Leading US-Based Automotive Finance Company

A Major Automotive Finance Provider Extends Its IT Department and Obtains Round-the-Clock Service in Terms of Development, Testing, and Maintenance of In-House Software Systems through TSD's Staff Augmentation Solution

Client: Automotive Finance Provider   **Industry: Financial Services**   **Location: USA**

About Our Client

With over 24 years of experience and more than three million customers across different credit profiles, our client is a leading company in the US automotive finance sector.

It is a public, full-service, consumer finance organization focused on vehicle finance and loan servicing and providing a wide range of auto-finance opportunities and world-class experience to its customers.

Business Challenge

Upon turning to TSD for professional assistance, our client was facing challenges in maintaining the software development lifecycle of its in-house systems due to rapidly growing business needs. Therefore, the company experienced the need to expand its existing IT department by acquiring additional qualified staff which would ensure round-the-clock service.

The financial conglomerate saw TSD as the ideal partner to solve its business challenge due to our favorable geographical location and availability of the necessary expert IT resources that perfectly fit the client's specific needs and requirements.

Solution

TSD's expertise successfully matched the customer's staffing needs, leading to an agreeable and beneficial long-standing business partnership. Following the well-established and reliable staff augmentation collaboration model, TSD has been providing the client with a full immersion of necessary information technology resources including Application Developers, QA Analysts, Application Support Engineers, and Data Operations Engineers on a long-term engagement basis.

The client has been enabled to efficiently extend its existing IT department by acquiring experienced full-stack Application Developers, participating in each stage of the application development lifecycle including analysis, design, and implementation, thus ensuring consistent software quality.

> WITH THE HELP OF TSD'S STAFF AUGMENTATION SERVICES, OUR CLIENT ACHIEVED EXTENDED IT SERVICE CAPACITY AND PRODUCTIVITY, INCREASED IT DEPARTMENT EFFICIENCY AND ROUND-THE-CLOCK OPERATION CYCLE, OPTIMIZED DEVELOPMENT COST, AND ADDED BUSINESS VALUE.

The company has also obtained access to highly skilled specialists in the field of Quality Engineering as an integral part of its IT team. Our competent QE resources have been working to guarantee a top-level quality for the end client, while also helping the software development team to identify problems early in the process.

Furthermore, the provided core Application Support team has been carrying out nightly updates and deployments both in Production and all development environments, as well as performing infrastructure monitoring and support. Our client's IT department is as well extended with a number of experienced Data Operations Engineers, taking responsibility for monitoring and ensuring proper execution of the daily batches/scripts.

Results

Through this trusted partnership, our client augmented its IT staff on a long-term basis by having permanent access to qualified IT resources and continuous round-the-clock utilization of their rich expertise and skillsets.

One of the main outcomes for the customer is that the company managed to cut development costs due to the offshore nature of collaboration, at the same time receiving quality service and cost-effectiveness.

The key benefit acquired by the client through this business partnership is the added value provided by our team. Our IT specialists are highly engaged with their day-to-day tasks and responsibilities and possess strong p roblem-solving abilities, taking initiative and being prepared to identify an issue and resolve any situation quickly and efficiently, in the best interest of the client.

Technologies Used: .Net Core, .Net Framework, ASP.NET (MVC, Web API), WPF, JS, knockoutJS, angularJS, WCF services, Entity Framework, ADO.NET, SQL Server, .NET Remoting, WinForms

Team Size: 15-20 (dynamic)

Engagement Period: Since 2007, ongoing

The name of the client is not disclosed due to confidentiality reasons.

Book your free IT consultation with an expert from our team **here** or contact us directly at sales@tsd.com.

ABOUT TSD

TSD Services, part of TSD Group, specializes in providing world-class offshore and nearshore IT outsourcing services offered under the well-established engagement models of staff augmentation, managed services, dedicated teams, and project outsourcing.

Since 2007, the company has been a trusted partner to organizations all over the globe, contributing to their IT success with the extensive industry expertise and talent of our highly engaged and problem-solving human resources.

We invite you to contact us at **sales@tsd.com** or visit **tsd.com** for more information.

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