US-Based Software Provider Augments Its In-House IT Team for Efficient Modernization and Enhancement of Enterprise Software System

Client: **Software Solutions and Services Provider**   **Industry:** **Computer Software**   **Location:** **USA**

About Our Client

Our client is a technological company with a focus on providing an ecosystem for enterprise paperless solutions as well as services mainly offered to casinos and other organizations operating in the Gambling sector.

Business Challenge

The company saw the need to rewrite their existing software system with the purpose of modernizing and enhancing its user interface and back end, which would ensure flawless user experience of their current clients as well as winning new customers. Additionally, they needed IT resources that would maintain the systems of their current customers. However, our client was faced with a shortage of technical staff such as experienced and skilled

software developers, which were needed to meet the organization's project objectives. It was a major challenge for our client to recruit specialists with specific qualifications in the US locations in which they are operating, which was likely to put into question the success of the company's software project and business plans.

Solution

Upon being approached for professional assistance, we efficiently responded to the client's specific needs by quickly supplying them with reliable resources with the necessary technical expertise and skillsets according to the outlined requirements. The existing on-site IT team of the company was successfully augmented with TSD's expert developers, and the

planned work on the client's software system modernization could finally begin.

Since the very start of this offshore collaboration, the seasoned software developers provided by TSD have become an integral part of the development team of the client, contributing with essential knowledge and being actively engaged in both maintaining server background job processes and migrating to a new system by creating it from scratch. More specifically, our developers perform designing and developing of new front end and back end of the existing system.

Along with the company's on-location project managers and developers, TSD's experts cover the design and development stages of the software development lifecycle for the client's project. This includes implementing new features, bug-fixing for both the latest features and the production environment of the old system, and participating in calls with clients of the company to help ensure excellent customer support and user experience.

> BY AUGMENTING ITS IN-HOUSE IT TEAM WITH THE VAST EXPERTISE OF TSD'S RESOURCES, THE SOFTWARE PROVIDER HAS SUCCEEDED IN DEVELOPING A MODERNIZED ENTERPRISE SYSTEM, THUS OBTAINING ULTIMATE CUSTOMER EXPERIENCE AND SATISFACTION, AND BOOSTED BUSINESS RESULTS.

Results

One of the main outcomes achieved by the client through this trusted partnership is an efficiently extended internal IT team, which now has the capacity and expertise needed for the successful completion of the planned software system modernization project.

As a key result of the offshore staff augmentation, our client has received an enhanced enterprise software system with added new useful features, which has led to improved customer experience and elevated satisfaction, thus also making it easier for the company to attract new clients by offering a competitive product.

Furthermore, the organization has acquired an added value by the provided highly competent and engaged IT specialists who have been contributing with essential technical expertise and know-how, resulting in a positive overall business outcome for the client.

Technologies Used: .Net Framework, .Net Core 3.1, .Net 5.0, C#, linq2db, MS SQL Server, Entity Framework, Angular 8, Angular 11, Typescript

Team Size: 4

Engagement Period: Since 2020, 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 Services

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.