

Application Services

Moxx is committed to helping customers leverage the right open source software and platforms in their organizations. Our customers recognize that open source allows them to leverage innovations quickly and more efficiently, and at a lower cost than their competitors.

We provide customers with commercial-grade support and manage implementation risks around open source software, using our tested methodology and tools. Our emphasis on recruiting and training passionate developers, and use of a global talent pool ensures quality delivery.

Project Delivery Methodology

We implement a robust set of tools and processes designed to simplify and derisk project execution from start to end.

Stage 1: Planning

Our consultants use mindmaps and wikis to collaboratively refine business objectives with the client team. We provide a complimentary project portal for each customer, so all relevant project documents are managed at a central location. We also provide free hosted demos so that key participants in the project are aware of the applications' capabilities and features right from planning.

We also work with your IT team to define infrastructure requirements and capacity, and decide on the optimal deployment strategy – hosted, on-premise or a mix of the two.

Stage 2: Solution Definition

Using real-time chat and conferencing allows us to leverage offshore talent while retaining the element of interactivity needed in meetings. Our solution definition is based on reuse of templates, data migration tools and process maps to save time and incorporate best practices into your implementation. We also include comprehensive support and helpdesk planning into our solutions, so that users know what to do when they need help with the implementation.

Stage 3: Customization

This includes applying changes to the code to fit your specific business needs: it also involves building interfaces to other applications in your IT landscape. Data from legacy applications may need to be transformed for use into your new system.

We use robust version control to maintain changes: our web-based versioning system allows all developers to instantly access the right code version, dramatically improving code quality and eliminating rework.

Stage 4: Testing

We deploy central testing teams, so that all code changes are independently tested and validated before delivery. In fact, our transparent test methodology allows clients to review code quality in real time. Using test tools also allows us to create feedback loops for developers, and a knowledge repository which is continuously improved upon.

We also work with other application support teams in your IT organization to ensure interface readiness. Our teams use a variety of collaborative tools to assist users during acceptance testing of the system.

Stage 5: Deployment and support

We offer a host of deployment options – hosted, on-premise or a mix of the two. Support agreements provide a transparent mechanism to ensure reliable and time-bound resolution of problems. We also supplement application deployments with a variety of user training packages – eLearning, online webcasts, one-on-one webcasts and sandbox environments.

We are committed not only to improving your application availability and response times, but also to provide proactive feedback on new functionality that is relevant to you. We incorporate monitoring tools for rapid response and incident management, and include complimentary consulting hours on support packages to ensure you stay ahead of the competition.