



PROVANCE

– CASESTORY

KALPAVRUKSH
TECHNOLOGIES

PROVANCE

**Cost savings of almost USD
190,000 per year**

Product development & maintenance costs

About Provance

Provance is an independent IT vendor specializing in IT management software since 1997. Provance recently merged with AlfaPeople's (a global Microsoft Gold Partner) ITSM division to further extend its scope in IT services & management.

Provance specializes in the Microsoft Ecosystem and provides management packs, helps reduce service management costs, eliminate risks, and increase effectiveness.

Provance has a tight-knit team of about 30 employees and about 13 of them work with ITSM to offer customers solutions built on the

Code quality improved

Significantly reducing Maintenance and Support effort on the product

Microsoft System Center. They help provide solutions, software, and services with respect to IT assets management, data management, Software Intelligence and software license optimization.

Problem

Provance had difficulty to scale up and develop ITSM as a product within the Microsoft Dynamics CRM framework. To deploy ITSM within Dynamics CRM – both online and as an offline, on premise model – the company had to spread its wings for enhancement, design, coding, support, and more.

With just one team member exclusively working on product development and unit testing, the company lacked capacity to handle full-fledged ITSM deployment. Provance also had no technical documentation in place, had issues with coding, and all this resulted in time-consuming bottlenecks that hurt Provance time, money, and opportunities.

Results

Kalpavruksh assigned 4 dedicated resources to Provance to help them with their ongoing efforts with ITSM.

We helped develop ITSM as a product within the Dynamics framework, implemented new features, improved old features, enhanced performance, designed new technical workflows, and more. We also helped Provance to roll out rigorous unit testing and integration testing before releasing the product.

We also helped rewrite code, establish better coding practices, and we used the latest versions of Microsoft Dynamics CRM along with tools and technologies such as ASP.NET, SQL Server, PowerShell, SharePoint, JavaScript, and more.

Provance now has the best solution to help resolve its product implementation issues. With a corrected technical design workflow and better coding standards, the company now does better product testing, enhancement, and roll out. With our help, Provance can support its own clients better along with accessing our support services. Localized support, strong testing, and the built-in scalability we provide are all now available to Provance to help deploy ITSM better than ever.

