



Case Study : Subject Matter Experts (SMEs)

Customer Details

The client is a Technical Content Outsourcing company in Bangalore. The client is providing the SME (Subject Matter Experts) to various Global IT companies to prepare their preparatory course for their employees.

Business Problem

The client was in need of a team who can prepare complete course material for ASP.NET. The aim was to find a team who has wide experience in the development of the applications in ASP.NET

Challenges :

1. As a development company we have in depth knowledge of the language core but we had no expertise in preparing the content.
2. Apart from preparing the course material we also needed to support ID team to understand various technical terms and code snippets.
3. We need to complete the project on budget as our resources are quite costly for this work.



Our Solution

The project was divided into 2 phases which needed to get complete in 2 months. 1st phase and 2nd phase had been subdivided into 2 modules and 3 modules respectively. All in all we need to complete 5 modules in 2 months. For each module we need to make 2- 3 lessons which in turn have 2-3 topics as well. We assigned 1 tech lead for proofing the content and 1 subordinate to prepare the content.

Phase 1:

Module 1:

- The story board of 1st module was done and approved from end client.
- Source code of this module was prepared and sent for review from end client.
- Student Guide and FAQ were also been covered for this module.

Milestones Completed:

- End client approved the module 1 work and rated us highly on our technical skill set.
- End Client kicked off the other 4 modules for work.

Module 2:

- The story board and source code of 2nd module was done and approved from end client.
- Student Guide and FAQ were also been covered for this module.
- Class Based Tutorials were made for 1st module.



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Milestones Completed:

- End client signed off the module 1 completely and 2nd module was reviewed.

Phase 2:

In this phase we have taken cumulative approach to finish the similar tasks simultaneously for each module 3, 4 and 5.

Module 3, 4, 5:

- The story board of each module was done and approved from end client.
- Source code of these modules was prepared and sent for review from client.
- Student Guide and FAQ were also been covered for these module.

Milestones Completed:

- End client approved the modules 3, 4, 5 story boards, lessons, source code.
- End client signed off all the modules on technical content input.

Customer Benefits:

- Our client had reduced the delay of reviewing and correcting the things again and again as our team is highly qualified and well versed on technical knowledge.
- Client is now handling more diversified projects as we lend our dedicated technical content staff for their work in other programming languages.