Our team of ICM professionals have extensive experience in providing managed services support.

- Our resources are trained to adapt to the client's work culture and to adhere to the customer's quality procedures.
- We provide root cause and resolution detail documentation for all production support issues. This helps our end clients in understanding and owning their new SPM system.
- We have the capabilities to create a customized service model for our partners and end clients in terms of team size, overlapping work hours, and required technical expertise.
- We have the ability to provide offshore cost benefits and offer a fixed fee or T&M basis service model, to meet our partner's and end client's needs.

"Completed 3 successful years of providing Quality ICM services to our partners and end clients"

Contact Us

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ICM MANAGED SERVICES
We combine credibility, quality and affordability

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Managed Services

Performance Optimization

Custom Enhancements

Reporting and Board Packs

EFFECTIVE MARKETING PVT LTD

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Production support for new ICM

"We can help you manage and own your new ICM system"

We are providing ICM production support for 1+ year to the largest network providers in UAE. Our clients recently implemented the ICM system. Our team is helping these clients own and manage this new ICM system. This was an on-premise implementation and we are providing support services from offshore.

We are providing the following services to the clients

- Managing ICM reports in PROD environment.Scheduling and monitoring regular processing jobs in production.
- Creating SSO logins, managing security and web access in production environment
- Analysis of environmental issues like calculation failure, scheduler services failure, import failure and optimizer failure
- Felicitating calls with IBM support and coordinating as required for upgradation of ICM servers and applications
- Production support for payout variances and reporting mis-match issues
- Handling all migrations to production environment
- Providing detailed root cause analysis documents for each issue handled

"Our team is working efficiently with the client's in-house IT team on a daily basis, also helping with various ICM configurations.

Long term managed services

"You provide the vision and we provide the solution"

We are providing maintenance and build enhancement services for the last 3+ years for one of the top 5 global payment providers.

Our clients have been using ICM for more than 5 years and they have the second highest data volumes globally. They are hosted ICM clients and we are providing offshore services.

We are providing the following services to the clients

- Production support for payout variance investigation.
- Production support for reporting number mismatch investigation for different payout reports.
- Helping with performance issues and performance tuning reports, calculations and imports
- Building year on year plan changes and plan component logic changes
- Building custom reporting dashboards with multiple drill downs.
- Ensuring all reports are built to meet client SLA for load times.
- Helping with data publish from ICM.
- Incorporating reporting changes based on client requirements

"Our team is successfully handling calls with clients to gather requirements, and provide solution walkthroughs"

As needed basis ICM services

"We can help you quickly fix production defects as and when needed"

Our client's needed instant help with a number of production defects and customized ICM reporting solutions.

We completed a short term project for the clients to quickly fix production defects and deliver a customized adjustment solution

We provide the following services to the clients

- Defect fix for 20 production defects in various models for the clients.
- Quick analysis of client's ICM models and crediting/ payout logic.
- Provided custom solution for Transaction level and Commissions override adjustments as per client's requirements.
- Performance tuning to bring down load times by 50-60% for reports.
- Adhere to client's build and migration processes and work jointly with client's own off-shore production support team.

"Our team can help meet the client's needs while they are managing their ICM System. We can provide instant help with fixing production issues or in delivering new year plan changes"