

# Internal System Maintenance for **STAFF SERVICE COMPANY**

## HIGHLIGHTS

# 01

### DIRECTLY HANDLE REQUESTS FROM THE END-USER

The customer requires Luvina to handle requests directly from the end-user.

# 02

### ADAPTING TO NEW BUSINESS DOMAINS

Luvina's skill in quickly learning the specifics of a new business domain, and solving challenges with adaptable resources and training.

## OVERVIEW

Luvina is assigned to maintain the internal system for a company specializing in staff services.

We conduct various stages including investigations, design, code, unit testing, integration testing, and create documentation based on the customer's requirements. Customer requests often involve task descriptions, data extraction/import, and feature additions/edits.

- **Country:** Japan
- **Service:** Maintenance
- **Industry:** Staff Service
- **Technology:** Java, VB, HTML5, CSS
- **Collaboration model:** ODC
- **Duration:** Since 2021
- **Scale:** 3-7 man-month

## ABOUT CLIENT

Our client is a well-known Integrated Systems company based in Japan. We are currently engaged in a project aimed at maintaining the internal system of an end-user company specializing in staff services.

*\* A Staff Service company is a business focused on recruiting, training, and providing high-quality staff to other organizations.*

## CASE STUDY

### CHALLENGES

- A common challenge in maintenance and operation activities is swiftly understanding the system and its operation. However, Luvina, with our strong capacity for rapid learning, is always ready to undertake system maintenance even if it was not originally developed by us.
- The customer requires documentation to meet high standards in terms of language and structure.

### REQUIREMENTS

The customer requires Luvina to directly receive requests from end-users and proactively provide technical solutions to address their needs.

### SOLUTIONS

To address these challenges, Luvina has implemented internal training strategies and organizational changes to meet customer requirements.

#### Internal Training Strategy

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To understand the specialized business, the execution team dedicated time to studying the system and existing documentation related to this domain. Simultaneously, we documented our findings to create training materials for all members.

#### Flexible Resource Strategy

Luvina has the capability and willingness to change the team's staffing structure to meet project requirements. We added a front PM role to facilitate communication with the customer in Japanese.

### ACHIEVEMENTS

While there are still areas for improvement, the Luvina team has been highly dedicated and adaptable in meeting customer needs. The project execution team is becoming more mature and can fulfill most of the end-user requests. The customer is gradually reducing the project review workload and is willing to continue working with Luvina for the current and future projects.