



**CASE** From software developer data  
warehouses to active virtual community

A leading mobile phone manufacturer provides a networking service to millions of active software developers. With the help of Ixonos, the solutions produced by technology vendors in various countries were smoothly integrated into a consistent unity.

## Background

A leading mobile phone manufacturer provides smartphone software developers with a channel for networking and for sharing information. The international developer community, numbered in millions of active users, consists of professional and hobbyist software developers and content providers. The network service functions as a support program that provides developers with technical information about mobile-application development platforms, devices and device simulators. It also plays an equally important role in providing global networking opportunities. The service had evolved from a number of small, separate components which formed an incoherent entity that was difficult to manage. Over the years, cooperation between the customer and Ixonos has developed from server maintenance into a full-blown development partnership.

## Solution

The collaboration between the customer and Ixonos was very close starting with the definition of strategy and continuing through all the stages of the renewal process from planning to execution. Ixonos helped the customer in choosing the best-suited technological solutions, gave clear guidelines for different vendors' product development and integrated all the separate services into a consistent unity. The service's information content was arranged into clear, user-oriented paths consisting of, among others, development and testing tools, technical support and help in finding sales and distribution channels. New channels were also created for active networking as well as for the exchange of ideas in order to create new innovations. Ixonos carried out thorough user acceptance testing before launching the service.

## Benefits

In the reform project, Ixonos acted in close cooperation with the marketing department of the customer company. With the support of Ixonos' experience in project management and application development, the separate services, produced by various international technology and application vendors, were combined into one entity which is clear and consistent to the end-user. Ixonos will continue to provide the customer with extensive maintenance and support for the service, as well as work as a reliable partner for further development.