MICROGENESIS

Seamless Integration, Faster Innovation

How an R&D Giant Optimized ALM

Client Overview

Our client is a global leader in automotive research and development, renowned for its engineering innovations. With over 175,000 employees and operations spanning multiple locations worldwide, managing IT services efficiently was a growing issue.

The Challenge

The client faced critical roadblocks that impacted efficiency and time-to-market:

The absence of a unified software development platform across the organization and its vendors.

Reducing vehicle development cycles from 60 months to 36 months for faster time-to-market.

Lack of visibility for software development, leading to production delays.

Our Approach

To tackle these challenges, we implemented a robust ALM (Application Lifecycle Management) solution:

1.

Unified Software Development Platform: Consolidated multiple vendor tools into a single, standardized and scalable ALM platform

2.

Scalable Infrastructure: Started with 2 servers, expanding to 24 servers supporting 2,000 BUs and integrating 15+ tools.

3.

24x7 support across hundreds of business units and divisions globally: Established four accessible helpdesk channels—Hotline, Service Request Portal, Chat, and Email.

4.

Agile Resource Management: A team of 40 (scaling up to 52 during peak periods) ensures smooth operations for 30,000+ users, peaking at 45,000 users.

5.

Automation & Cost Optimization: Developed automated workflows, reducing IT spend while optimizing team efficiency.

6.

Global Platform Reach: Supporting 45,000 users across 55 countries, ensuring scalability and seamless collaboration.

7.

Language Support: Services available in German, Chinese, Japanese, and English, ensuring smooth communication across global teams.

8.

Value Added Services: Implemented a structured knowledge-sharing system and an integrated Business Continuity Plan (BCP) at no extra cost. integrating 15+ tools.

The Business Impact

The transformation delivered measurable improvements in IT operations:

Accelerated Development Cycles

Reduced vehicle software development timelines from 60 months to 36 months.

Improved Reliability

Introduced a four-layer technical backup plan per shift to guarantee uninterrupted operations.

Saving Costs with a Centralized Platform

Enabled cost savings by consolidating R&D lab operations into a single, streamlined platform, reducing inefficiencies and overhead expenses.

Increased Efficiency & Reusability

Standardized development processes and enabled seamless software reuse across vendors.

Optimized IT Spend

Enabled dynamic scaling of infrastructure and teams, ensuring cost efficiency.

Conclusion

By consolidating and streamlining the client's software development lifecycle, our ALM solution and approach transformed how they innovate. The result - A future-ready R&D environment that accelerates automotive breakthroughs while optimizing costs and efficiency.

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