

From Complexity to Clarity

Streamlining Automotive
R&D with ALM

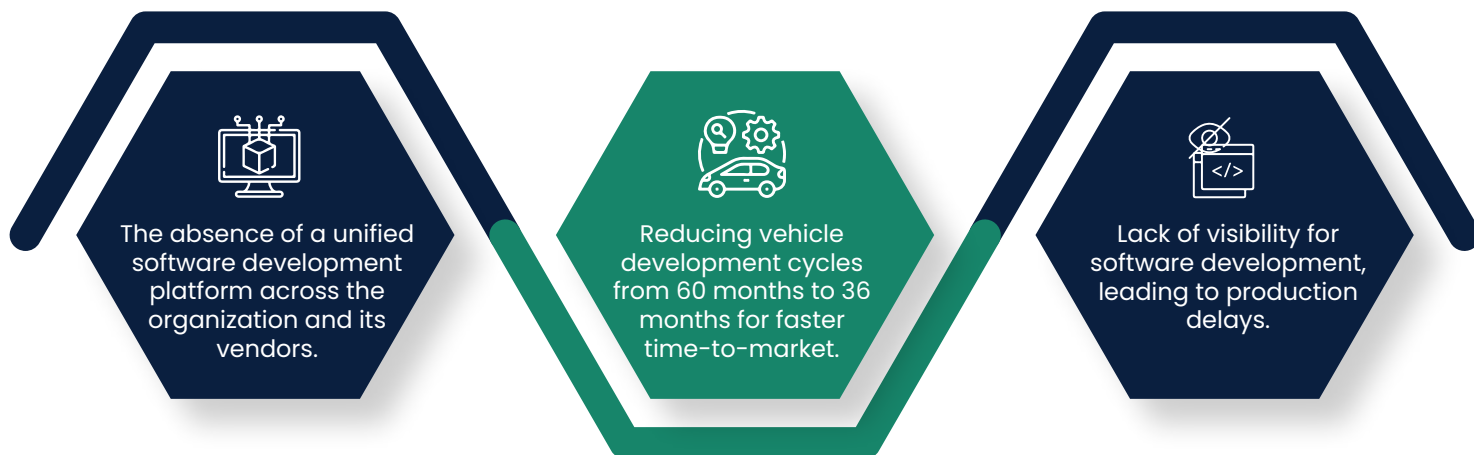
Client Overview

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:



Our Approach

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

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

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

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

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.

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

Knowledge Management & Business Continuity: Implemented a structured knowledge-sharing system and an integrated Business Continuity Plan (BCP) at no extra cost, integrating 15+ tools.

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

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



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.



Increased Efficiency & Reusability

Standardized development processes and enabled seamless software reuse across vendors.



Improved Reliability

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



Optimized IT Spend

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



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.



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