



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

3.

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

5.

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

7.

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

2.

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

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.

6.

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

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.



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.



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.



MICRO GENESIS