

GlobalLogic[®]

A Hitachi Group Company



**Position Your Enterprise for Growth
With a Strategic Industry Partnership**

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Introduction

Technology evolution, rapidly changing customer expectations, the frequent introduction of innovative products, and disruptive business models require business transformation. GlobalLogic helps you build intelligent user experiences, innovative core architectures, and effective business models that position your enterprise for growth.

GlobalLogic works with the world's leading technology companies in different stages of their lifecycle. Our mission is to support mature businesses as they adopt the latest technology in an iterative, agile fashion. As such, we help independent software vendors accelerate time to market without adverse impacts on business operations, strengthen their R&D departments, and deliver innovative products. We can also assist startups in designing and bringing new products to market, scaling as quickly as their growing business demands.

GlobalLogic partners with our customers to help them embrace a modern software perspective that can boost operational effectiveness. We help identify innovative business models and enable product innovation by using a 360-degree approach to facilitate business processes and customer experiences, ensuring that our customers stay ahead of the curve in the highly competitive market.

In this guide, we provide a summary of our capabilities and experiences serving our customers in the following areas:

- Software modernization
 - Digital quality assurance
 - Data platform engineering
 - Design UI/UX
 - Cloud enablement and SaaSification
 - Professional services
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Software Modernization

Software Modernization Challenges Facing ISVs

One of the key challenges facing ISVs in pursuit of modernization and growth is, ironically, growth itself. You have probably experienced the need for your company to deliver time-sensitive new features, fulfill sales commitments, or meet urgent deadlines, and seen how that puts pressure on coders to take shortcuts. Those shortcuts and compromises can make it harder to develop the next set of features and to deploy the next product, increasing implementation and staffing costs even as product quality declines. Nor is the market imperative of shortening development cycles the only challenge. A market characterized by frequent mergers and acquisitions creates environments in which disparate software solutions, each doing fine on its own, need to integrate into a single, unified solution — creating opportunities for challenges where there previously were none. You may also have seen the challenges posed by legacy data systems and the constraints imposed by outdated, on-premises, proprietary systems, which only increases the complexity of the challenge.

How GlobalLogic Can Help

GlobalLogic collaborates with you to ensure that we understand your unique environment and requirements as we assess your current architecture. Having a team of 500+ architects and a track record of 20+ successful digital transformation engagements generating more than 1,000 technical papers, proofs of concept, and blog articles, GlobalLogic brings extensive experience building enterprise-level, highly scalable solutions across business domains to focus on your business's challenges.

GlobalLogic provides architecture advisory services just as pure play consultants do, delivering findings and recommendations for a next-generation, high-level product architecture and migration strategy. But GlobalLogic advisors are also active practitioners who implement products for our customers. As such, our architecture advisory outputs are significantly more detailed and refined. Our architecture advisory reports will not only include the high-level recommendations and route maps you expect but also can include a specific implementation plan.

GlobalLogic Software Modernization by the Numbers

500+
architects

20+
successful digital

1,000+

technical papers, proofs of
concept, and blog articles

Selected services

- Digital reference architectures
- Architecture advisory
- Platformization
- Legacy transformation
- Cloud migration
- Greenfield solutions
- Technical proofing
- Consulting

GlobalLogic Software Modernization Highlights

- Expert in designing and delivering platforms
- Cloud-native solutions across all major cloud providers
- Delivering large-scale end user-facing applications
- Strong experience in embedded technologies

Selected Digital Platforms

- Edge computing
- Blockchain
- Microservices
- Serverless PaaS
- API Gateway

Software Modernization Customer Stories

An American multinational software company offered products and services used by creative professionals including a robust ecommerce solution. A key part of the solution, a cloud-based data management and analytics platform, made it easier for data users to make data-driven business decisions. When it was time to update the platform, the company turned to their long-term software engineering partner, GlobalLogic.

GlobalLogic developed a completely new architecture with sweeping transformations such as splitting the platform's existing monolithic infrastructure into microservices and re-engineering the infrastructure to manage containerized workloads and services. GlobalLogic also proposed embracing Infrastructure as Code to make it easy to build, change, and manage the new infrastructure.





Digital Quality Assurance

Digital Quality Assurance Challenges Facing ISVs

While the state of the art in digital quality assurance (QA) has advanced rapidly, many independent software vendors (ISVs) are not realizing the benefits it has to offer. Enterprises with legacy systems often face an absence of a strong quality organization. Testing typically takes place sequentially after development, requiring voluminous regression test suites with long execution times. Such test suites often require manual execution and use minimal automation, and metrics tend to focus on test execution rather than business outcomes. Enterprises that are actively digitally transforming may have a limited knowledge of testing new architectures such as microservices, challenges for test engineers who find it difficult to adapt to agile and DevOps way of working and who are unable to enforce strict quality gates for developers and being slow to embrace disruptive technologies such as artificial intelligence / machine learning (AI/ML) for predictive analytics are just a few of the QA challenges facing ISVs. And digital native enterprises, with a strong focus on design, architecture, and customer experience, as well as a strong focus on test case automation and tools usage, may be using only limited cognitive QA solutions, with limited root-cause analysis (RCA) and inadequate proactive QA.

How GlobalLogic Can Help

At GlobalLogic, our DNA is digital, and we extend that into testing. This manifests in all our activities, such as having agile teams and scrum as the default development model, adopting an automation-first strategy, and embracing a software development engineer in test (SDET) and engineering approach to QA. For example, if yours is

an enterprise with legacy systems, we can work with you to develop a framework for automating regression test cases, with a goal of automating ~70% of all regression test cases. This would include automation of regression test case execution and result compilation. If your enterprise is digitally transforming, the goal might be to help you develop a strong and independent quality organization in parallel to your development organization. We typically look to upgrade test engineers to become DevQA or OpsQA and ensure that all test engineers are trained to understand agile and DevOps ways of working. For digital native enterprises, we may help you automate your entire ecosystem, not just your regression suite. This could entail the use of business intelligence (BI) tools for Cognitive QA or setting up a Shift Deep process to help with proactive QA. For all clients, we apply our extensive intellectual property to help you evolve your QA capabilities.

GlobalLogic Digital Quality Assurance by the Numbers

4,000+

engineers
and architects

60+

QA products /
tools expertise

300+

executed
projects

150k+

automated
test cases

GlobalLogic Digital QA Accelerators

GlobalLogic creates accelerators to drive cycle time reduction, best practices enforcement, and velocity increase. In the QA space, we have accelerators for areas such as progression/regression testing automation, QA infrastructure optimization, and AI/ML-based regression test case prioritization. These include:

GlobalLogic Test Automation Framework

Hybrid framework to enable continuous automation testing for web, mobile, and desktop

- Increases development efficiency up to ~40%
- Reduces execution efforts by as much as ~60–70%

GlobalLogic ScaleQA

Provides test execution and monitoring through infrastructure as a service with open-source technology

- Enables scalability
- Improves visibility
- Provides modularity and independence of test assets

GlobalLogic IntelliQ

Custom, ML-powered test case prioritization solution

- Identifies critical issues and risk areas early
- Can be implemented on any projects with a regular regression cycle
- Saves up to ~11% of project phase cost and mitigate project risks

Big Data Analytics Platform Development and Test Automation

A US-based analytic database management software company was developing a big data analytics platform for use in data warehouses. The company decided to partner in the development and testing of the solution and chose GlobalLogic. In addition to providing product development assistance, GlobalLogic assumed responsibility for automated UI testing of the platform's management console using Selenium/Java, developed an automated testing framework, tested new features, and maintained existing test suites. Today the product is being used by 700+ customers. GlobalLogic staffs the ongoing project with skilled resource.

Log and Event Management Software QA

An American security intelligence company specialized in security information and event management for enterprises. Their solutions delivered the visibility, insight, and situational awareness needed for cyber threat defense as well as compliance automation and assurance. They sought an external testing resource and turned to GlobalLogic, who provided not only development and enhancement of a test automation framework but also creation of automation scripts using available manual test cases. In just eight months, GlobalLogic had already automated nine suites (3,500 test cases) while enhancing the framework and developing generic test functions.



Data Platform Engineering

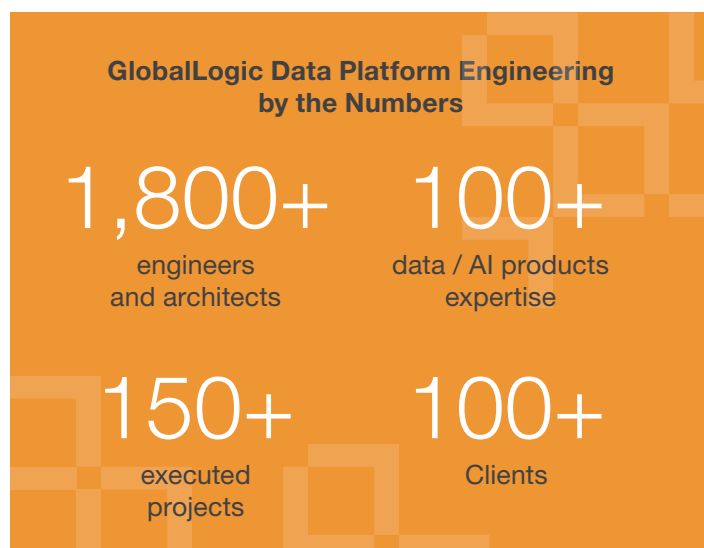
Data Platform Engineering Challenges Facing ISVs

An ISV's data has become one of its most valuable assets, but ISVs face significant challenges trying to get the full benefit of their data. Some challenges, such as a proliferation of data silos are organizational in nature. Similarly, enterprises may have insufficient data governance in place to ensure access to correct data when it is needed. Point-to-point pipelines can lead to duplication of data. Inefficiencies due to obsolete and legacy data systems further compound data quality and compliance issues, resulting in an environment in which even onboarding a data source that has large amounts of data can be difficult. Legacy technologies also add overhead with respect to operations and ML research, and on-premises systems limit a platform's scalability.

How GlobalLogic Can Help

GlobalLogic helps you collect, process, store, and analyze data from multiple diverse sources such as devices, social media, databases, documents, video, etc. GlobalLogic aims to help you become a "Live and Connected" enterprise that is effectively able to consume, analyze, and generate actionable insights from your available data so that you are at a significant strategic advantage. We help you become connected in terms of being able to break down data silos and get connected with all your enterprises available data from on-premises to edge to cloud sources. At the same time, we help you become live in terms of taking the data and generating actionable intelligent insights, through deterministic to cognitive capabilities.

GlobalLogic has a well-defined offering on Data Strategy and Platform advisory to chart your path forward and a Data Platform Engineering Service offering to help you unlock your data's real potential.



Data Platform Engineering Service

- Modern data platform with the latest technologies, innovations, and architecture patterns
- Consolidating and leveraging data for the business
- Enabling adaptive data governance and continuous intelligence
- Alignment with strategic goals and making data and insights available for timely actions
- Enabling data democratization, data sharing, and data monetization

Data Strategy and Platform Advisory Service

- Tactical short-term and strategic long-term planning of initiatives to enable new data and analytics products and services
- Value realization from and monetization of data

- Modern data architectures and approaches leveraging industry best practices
- Consistency, standardization, and reuse for executing all engagements to drive cost savings and quick turnaround times

Data Platform Engineering Customer Stories

A leading provider of fleet and compliance management solutions leveraged video telematics to improve driver safety, operational efficiency, and DOT compliance. But the volume, complexity, and types of data the solution used made it difficult to realize the data's full potential. The company needed an end-to-end rearchitecting of their platform and brought GlobalLogic in. Working with the company, GlobalLogic established a guiding vision and associated guardrails for the effort. This included a bias toward being cloud-first, which included choosing and leveraging a cloud provider. GlobalLogic built the new platform and partnered with the company to provide a comprehensive data governance process.





Design UI/UX

Design UI/UX Challenges Facing ISVs

In just the past two or three years, digital consumers have had skyrocketing expectations about their user experiences, driven largely by their increasingly digital interactions with their world. Users now not only expect intuitive and pleasing interfaces, but they also expect their experience to be seamless, speedy, and smooth. Users are paying ever more attention to details, such as micro-interactions like “Like” buttons or interesting new scroll bars, and they prefer extensive personalization, even as they move between multiple devices with widely varying form factors. At the same time, ISVs are facing increasing demands in accessibility, localization, and globalization of their user interfaces. All of this is complicated by a shrinking user attention span that leaves little room for sub-optimal UI/UX in even highly popular products.

How GlobalLogic Can Help

GlobalLogic can help you create human-centric solutions in digital spaces leveraging our user-centered design studio where research and innovation-oriented design are equally balanced and thoroughly integrated. Our collaborative approach inspires us to co-create, to always learn, offer, and embrace diverse perspectives within the processes of problem-scoping, idea generation, solutioning and innovation. We ensure that we have a clear understanding of user behaviors and of the context of use, such as the user’s goals, constraints,

values, and cultural reference models. This understanding comes from our research-based and example-based design methodologies.

GlobalLogic Design UI/UX by the Numbers

220+

researchers, interaction and visual designers, and UX writers

95+

projects with GlobalLogic Design team involvement

14+

design centers globally

Design UI/UX Customer Stories

R&D and Design Services for Contact Center Solutions Provider

A leading Contact Center-as-a-Service (CCaaS) provider in Western Europe had a CCaaS application used by the government sector and large-scale private organizations. The company sought to expand their customer base and was looking for a strong R&D engine and UX strategy partner. The company tapped GlobalLogic. We took ownership of the suite of products from the client's teams across different geographies and took the lead on design operations and creating UX strategy. GlobalLogic brought consistency and harmony across five applications of the company's CCaaS suite through a Unified Design System.

UX Design and Development for a Technology Company

An American multinational information technology services, consulting, and enterprise software company sought to develop a unified user experience architecture for multiple products within their portfolio. The company engaged GlobalLogic. In addition to guiding product development teams around interaction and visual design, GlobalLogic took the lead on applying the client's design policy to new products. This extended from developing design specifications to testing product usability and providing reviews on design inconsistency. The GlobalLogic team further developed and implemented icon fonts across five projects.





Cloud Enablement and SaaSification

Cloud Enablement and SaaSification Challenges Facing ISVs

A cornerstone of application modernization for ISVs is to make the journey from design to product engineering using cloud-native development. In some cases, this can lead to complete SaaSification of the ISV's product. But the journey presents wide-ranging challenges. For example, it requires the enterprise to evolve a variety of engineering competencies, from migration engineering and DevOps engineering to data and analytics engineering and connected engineering. Enabling cloud-native development further entails eliminating technology debt, shedding restrictive legacy entanglements, and leading with business outcomes. Achieving these precursor goals requires ISVs to become active adopters of DevOps practices and the DevOps culture of breaking down silos and accepting responsibility from inception to sunset. This positions ISVs to accelerate product development across all stages of the software development lifecycle.

How GlobalLogic Can Help

GlobalLogic can help your enterprise through every stage of cloud enablement, from assessing your environment and planning an optimal cloud solution to executing your migration to the cloud to ensuring that your organization is prepared with the people and processes to get the full benefit of cloud-native transformation. We provide repeatable, scalable, migrate-and-run operations to drive tangible business outcomes on the cloud and leverage proven approaches to software delivery and IT operations at speed and scale. If SaaSification is the right strategy for your company, we can help you execute the transition and ensure that your business gets the full benefit of the cost

savings of a multi-tenant environment. Taking full advantage of a cloud-native environment, GlobalLogic works with you to build big data and analytics platforms to drive real-time customer insights, transforming your business with smart products, operations, and services that drive immersive experiences for your customers.

GlobalLogic Cloud Enablement and SaaSification by the Numbers

50+

data apps migrated

4,000+

cloud-trained associates

75+

DevOps implementations

50+

blueprints

6+

solution accelerators

50+

Kubernetes implementations

5,000+

virtual machines /containers / microservices migrated

GlobalLogic Cloud Enablement Accelerators

Global Logic Cloud Enablement Framework (Clef)

- Automates the assessment process by replacing the spreadsheets and questionnaires, reducing the time taken to assess application estate from months to weeks

GlobalLogic Microservices Accelerator

- Provides a development sandbox of optional modules implementing most common NFRs and cross-cutting concerns for typical microservices-based projects

GlobalLogic OpeNgin

- Allows dramatically accelerated setup of a customized DevOps pipeline by reducing the implementation from four resource months to about two weeks

GlobalLogic Data Platform

- Manifests a fully functional data platform within a target greenfield cloud account with consistency and a significantly reduces turnaround time to days instead of months

GlobalLogic Cloud Wave Assessment Framework

- Replaces spreadsheets and questionnaires, reducing the time taken to assess an enterprise's application estate from months to weeks

GlobalLogic AIoT Accelerator

- Addresses customers' needs in Smart IoT solutions applicable for smart homes, smart places, smart cities, industrial, healthcare, retail, and other domains

Cloud Enablement and SaaSification Customer Stories

Security Company Makes Successful Jump to the Cloud

A US-based global computer security software company was finding the growth of its personal security products suite hindered by legacy systems. The company needed to move to the cloud, and GlobalLogic was their partner of choice to plan the move. Working with the company, GlobalLogic determined the most practical approach for the company would be a phased approach. GlobalLogic developed a comprehensive migration strategy and roadmap, and the company's confidence in GlobalLogic led them to choose GlobalLogic as the execution partner for implementing the roadmap.

Modernizing an Aviation News and Information Website

With a 100+-year history of supporting the aviation industry, this company delivered the most complete set of data, analytics, news, and expert opinion to the aviation market. The company's strategy targeted a shift to a subscription model. They chose GlobalLogic as their software engineering partner. GlobalLogic established the client's new website on Epi CMS so that it could be customized for different types of users. The company gained a new live platform, accessible via a common URL and brand, where subscribers could search across news, company, fleet, and network data through a seamless UX. In the first year, the company achieved a 16% increase in new business.



Professional Services

Professional Services Challenges Facing ISVs

ISVs face numerous product engineering challenges on post-releases. For engineering teams, these can take forms such as the need to balance a focus on new features versus being responsive to customer queries. It also becomes necessary to determine how to prioritize customer support against ongoing development. For the business, challenges arise such as how to quickly onboard new customers and ensure optimal customer satisfaction. There is a similar challenge in integrating and enabling customers to get maximum benefit of the product's features. And the business is always seeking predictable and faster cycle times for revenue recognition.

How GlobalLogic Can Help

GlobalLogic provides a team of professional service engineers that deliver an end-to-end service offering for products from consulting to onboarding to continued support. Our professional services leverage not only best practices but a proven methodology through a cross-functional team of product engineers, technical support, and customer service support. GlobalLogic provides professional services and focused teams to serve as a single point of contact for customers post-sale. In addition to streamlining the process of customer onboarding, GlobalLogic can enhance the customer experience for product and platform usage by leveraging our software engineering expertise to offer services such as product configurations, customizations, and specializations and enabling integrations. To

directly support your customers, GlobalLogic can provide experienced technical customer service professionals that can deliver end-user training to your customers and support customer teams on the journey of using your product or platform effectively.

GlobalLogic Professional Services Advantages

GlobalLogic delivers end-to-end value to help you achieve fast turnaround time for annual recurring revenue (ARR), delivering advantages such as:

Quick ramp-up
Core product knowledge
Flex team

Knowledge Engineering core team share with core product knowledge
Team of engineering team to bootstrap the Pro Serv teams

Cross-skilling Engineering and product service teams to cross-skill on new features
Cost effective model to manage capacity

GlobalLogic Professional Services Capabilities

Consulting

- Customer environment analysis
- Gap analysis
- PoC development
- Implementation estimation
- Tooling and optimization

Installation and Configuration

- Installation (including remote installation)
- Configuration on production

Customization

- Product fine-tuning to suit customer needs

Integration

- Third-party product integrations
- Inter-product integrations enablement

Product Extension

- Extending product functionality upon request

Verification and Maintenance

- User acceptance testing on staging and pre-production
- Production maintenance

Product Training

- End-user training
- Knowledge base

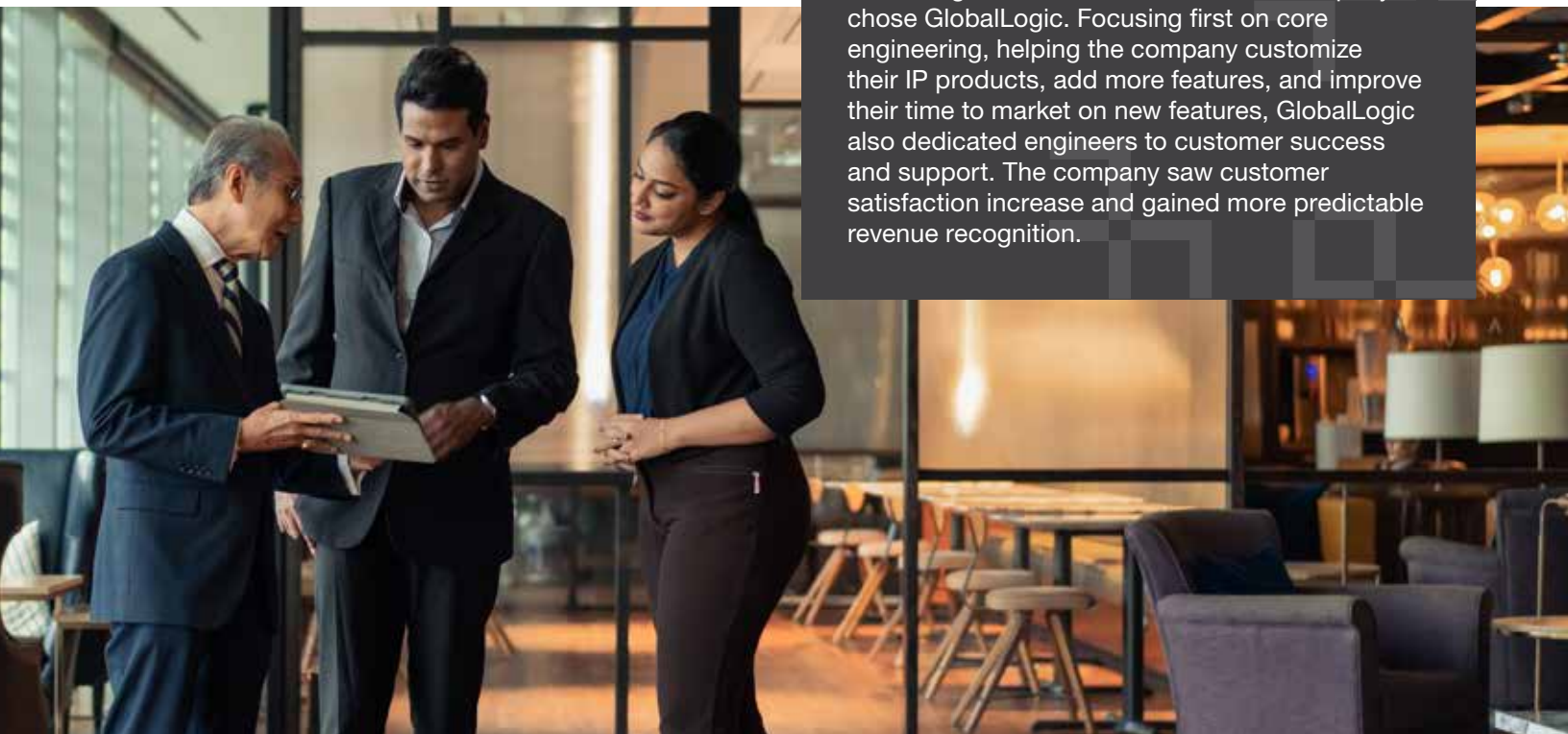
Continuous Consulting

- Leveraging the product subject matter experts to broaden the usage of the product landscape

Professional Services Customer Stories

Cloud-Based ISV Accelerates Feature Delivery and Boosts Customer Satisfaction

A cloud-based human resources and recruiting software company had a business model that required effectively integrating their applications with a variety of third-party technologies. Their growth depended substantially on the level of their customers' satisfaction. The challenge was that the company's product had been quite successful, resulting in a backlog of ~700 implementations. The company was seeking a partner not only to help them enhance their integration capabilities but also to accelerate implementations while increasing customer satisfaction. The company chose GlobalLogic. Focusing first on core engineering, helping the company customize their IP products, add more features, and improve their time to market on new features, GlobalLogic also dedicated engineers to customer success and support. The company saw customer satisfaction increase and gained more predictable revenue recognition.





Conclusion

Your Trusted Partner in Software Product Engineering and Services

With 22+ years of experience software development and engineering services, GlobalLogic has become a trusted partner to ISVs worldwide

Learn More

To learn more or to speak with one of our experts, please reach out to info@globallogic.com.

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About GlobalLogic

With more than 20 years of experience in software product development and engineering services, GlobalLogic helps some of the world's leading enterprise ISVs create world-class experiences, accelerate new product and feature development, and capture new revenue streams. More than 3,000 engineers from GlobalLogic have helped with 400+ applications built from scratch for 100+ media clients leveraging 15+ engineering labs around the world.

3,000+
engineers

400+
delivered projects

100+
clients

15+
engineering labs