GlobalLogic®

A Hitachi Group Company

Partnerships that Drive Growth and Innovation

Partnerships That Drive Innovation and Growth

T he world's leading independent software vendors maintain a fast pace of innovation that can require highly specialized industry expertise, ready scalability in particular areas of technology, or both. This may include abilities such as rearchitecting existing platforms to be cloud-native, creating advanced testing automation frameworks, implementing or creating digital quality assurance technologies, creating innovative UI/UX designs, moving to the cloud or SaaSification, or modernizing and monetizing a website.

Acquiring such specialized skills internally can be costly and time-consuming. It can also hinder a business's ability to focus on those core product solutions that fall directly within their expertise. That is when organizations turn to GlobalLogic.

GlobalLogic has helped independent software vendors develop end-to-end capabilities that enable them to provide their customers with superior customer experiences. GlobalLogic can assist and augment a customer's existing resources or deliver turnkey solutions that are ready to go to market.

Read on for stories of organizations who partnered with GlobalLogic to create solutions that accelerate business and revenue growth. These organizations strengthened their ability to get products to market faster, uncover and capture new revenue streams, and stay ahead of the technology curve.

Table of Contents

GlobalLogic®
A Hitachi Group Company

Rearchitecting a Business Intelligence Platform

Client Scenario
An American multinational computer software company offered a line of products and services used by creative professionals, including a robust ecommerce solution. A key part of the solution was a cloud-based data management and analytics platform designed to make it easier for data users to make business decisions based on reports from data analysts—who could find specific answers to data questions—and through a self-service experience. The company had determined it was time to make significant improvements to the platform. To do that, the company turned to their long-term software engineering partner, GlobalLogic.

Our Approach
Beginning with an As-Is assessment of the existing platform's architecture and the key areas in which the company sought improvements, GlobalLogic proposed a complete To-Be architecture. The new architecture, built on AWS, highlighted a potential for sweeping transformations such as splitting the platform's existing monolithic infrastructure into a microservices architecture, moving the existing application to Docker containers, and re-engineering the infrastructure to Kubernetes cluster for managing containerized workloads and services.

Benefits
In addition to gaining a new cloud-native architecture, the company also benefited from GlobalLogic's proposed changes such as adopting an Infrastructure as Code practice that would make it easy to build, change, and manage the new infrastructure in a safe, consistent, and repeatable way.

MBI Product Modernization

15-20%

reduction of AWS infrastructure spending

GlobalLogic®
A Hitachi Group Company

Creating a Robust Data Platform

Client Scenario

A leading provider of fleet and compliance management solutions leveraged video telematics to improve driver safety, operational efficiency, and DOT compliance. The volume, complexity, and multiple types of data the company needed to work with made it difficult for the company to realize the data's full potential. The company had challenges such as onboarding new data sources, establishing centralized data governance, or achieving comprehensive data catalog capabilities, challenges exacerbated by legacy technologies the company was still using. The company needed an end-to-end rearchitecting of their platform and brought in GlobalLogic.

Our Approach

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, in this case AWS. GlobalLogic would approach technology selection with a strategic bias that prioritized, in order, cloud-native PaaS, cloud marketplace PaaS, SaaS, and a prioritized list of other options. In addition to leveraging shared enterprise platforms and capabilities, the plan was to actively manage technology standards and actively manage tech-debt. Security and compliance would be built in rather than after-the-fact considerations.

Benefits

The company gained a new platform serving as single source of truth aggregating the data from many systems and sources. The new platform introduced a unified ingestion layer, polyglot data storage, eliminating internal data silos and supporting different data structures and formats. IT also incorporated a high-quality machine learning (ML) model to empower data scientists to perform analysis on the aggregated data. Data platform automation helps save 20% of manual testing bandwidth and GlobalLogic's QuickSight BI dashboard provides quick insight on GPS datasets, helping the company's product team validate key Business use cases. GlobalLogic also partnered with the company to provide a comprehensive data governance process and the associated tools.

Reduced Manual Testing

20%

savings of manual testing bandwidth through automation

GlobalLogic®
A Hitachi Group Company

Accelerating Feature Delivery and Boosting Customer Satisfaction

Client Scenario

A cloud-based human resources and recruiting software company had a business model that required them to effectively integrate the applications they developed with a variety of third-party technologies and to successfully use the underlying third-party computer hardware and software. Their growth depended substantially on the level of their customers' satisfaction as shown by customers renewing their agreements, purchasing additional products, or adding additional users. 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.

Reduced Customer Onboarding Timelines

20%+

reduction in the onboarding customer timelines

Our Approach

To start the engagement GlobalLogic focused on core engineering, helping the company customize their IP products, add more features, and improve their time to market on new features. GlobalLogic also began the process of ensuring that the company's customers were getting the right amount of focus and attention by dedicating engineers to customer success and support.

Benefits

The company saw customer satisfaction increase through the introduction of a seamless customer experience that incorporated customization, support, onboarding (including a greater than 20% reduction in the onboarding customer timeline), and engineering. At the same time, the customer gained more predictable revenue recognition.

GlobalLogic®
A Hitachi Group Company

Developing and Automating Testing

Client Scenario

A US-based analytic database management software company was developing a big data analytics platform. The platform was designed for use in data warehouses and other big data workloads where speed, scalability, simplicity, and openness are crucial. Given the scope of the challenge, the company decided to partner in the development and testing of the solution. They chose GlobalLogic.

Our Approach

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 that runs with daily builds across multiple releases of the product, tested new features, and maintained existing test suites performing bug and documentation verification.

Benefits

Today the product is on the market and is currently in use by 700+ customers. GlobalLogic staffs the project with skilled resources, allowing the company's development team to significantly increase the team's overall productivity. The GlobalLogic team performs more than 75% of the product testing, after which the product is directly launched in the market. Approximately 90% of the test cases were automated by the GlobalLogic QA team. Robust test automation helped the client release hotfixes to their customers with a turnaround time of ~24 hours.

Slashing Manual Testing

90%
of the test cases automated by the GlobalLogic QA team

GlobalLogic®
A Hitachi Group Company

Automating Quality Assurance

Client Scenario

An American security intelligence company specialized in security information and event management for enterprises that delivered the visibility, insight, and situational awareness needed for cyber threat defense, as well as compliance automation and assurance and operational intelligence and optimization. The company sought an external resource for testing so that the company could focus on product development. They turned to GlobalLogic.

Our Approach

GlobalLogic provided development and enhancement of a test automation framework as well as creation of automation scripts using available manual test cases. In the first eight months of the engagement The GlobalLogic team further developed processes, tools, automation, and software changes to address operational issues, documenting every action to enable the automation needed to catch performance and complex issues that could not easily be caught in manual testing, and reduced the testing timeline from four weeks to two weeks.

Benefits

GlobalLogic has automated nine suites (3,500 test cases) while enhancing the framework itself and developing generic test functions.

Comprehensive Automation Framework

9 suites comprising

3,500 test cases automated

Creating UI Consistency and Harmony Across a Product Suite

Client Scenario

A leading Contact Center-as-a-Service (CCaaS) provider in Western Europe had an omnichannel CCaaS application used by the government sector and a number of large-scale private organizations. The company's plan for growth called for expanding their customer base in France as well as expanding to the US and UK. To that end the company was looking for a strong R&D engine and UX strategy to build the next generation of applications. The company tapped GlobalLogic.

Standardization Slashes Design Costs

~50%

reduction in design costs

Our Approach

GlobalLogic brought consistency and harmony across five applications of the company's CCaaS suite through a Unified Design System.

Benefits

The company gained legacy modernization of the entire suite of applications, providing omni-channel user experience to empower four million end-users in 17 countries. At the same time the company gained a robust autonomous onboarding experience that reduced training costs, attrition, and complaints. They also gained a single-design-tool approach to replace four disparate tools, reducing design costs by ~50%. The robust, unified design system delivers a consistent and smooth user experience across visual design and UI development for 15 product applications.

GlobalLogic®
A Hitachi Group Company

Establishing UX Design and Development Guidelines

Client Scenario

An American multinational information technology services, consulting, and enterprise software company sought to develop a unified user experience architecture with interaction and visual design guidance and a components library for multiple products within their portfolio. The company engaged GlobalLogic.

Our Approach

In addition to guiding product development teams around interaction and visual design that applies to all client products for desktop, tablet and mobile, GlobalLogic took the lead on applying the client's design policy to new products. The GlobalLogic team further developed and implemented icon fonts across five projects

Benefits

The company gained a range of benefits from developing design specifications to automation of testing for product usability and to ongoing reviews on design inconsistency. The company also gained an Interaction Design Patterns and Components Library with 30 design patterns from new projects.

Extensive
Design Pattern
Repository

30

innovative design patterns for
Interaction Design Patterns
and Components Library

GlobalLogic®
A Hitachi Group Company

Moving Successfully to the Cloud

Client Scenario

A US-based global computer security software company was finding the growth of its personal security products suite hindered by legacy systems. The company had the systems running on-premises and in their own data centers, with high operational and support costs. The company needed to move to the cloud, and GlobalLogic was their partner of choice to plan the move.

Our Approach

Working with the company, GlobalLogic determined the most practical approach for the company would be a phased approach. In the first phase they would rapidly migrate the product suite to the cloud, where the second phase would entail major optimizations and re-architecture to a fully cloud-native solution. In just two months from the start of the engagement, GlobalLogic executed comprehensive discovery for hundreds of sub-systems and thousands of compute and storage units. This enabled GlobalLogic to analyze multiple factors such as load, data volume, system architectures, dependencies, requirements, and usage patterns. GlobalLogic also applied an internal tool to measure cloud migration risks.

Rapid and Seamless Migration

2-hour

successful cutover from on-premises to cloud for 65,000+ customers

Benefits

The company gained a comprehensive migration strategy and roadmap. Furthermore, the company's confidence in GlobalLogic led them to choose GlobalLogic as the execution partner for implementing the roadmap itself. With 15TB of production data migrated from on-premises to AWS the migrated product suite provided real-time monitoring and alerting. The company experienced a successful cutover from live production on-premises to AWS in just two hours with a 65k+ customer base. The company can now easily create different environments with 1-click deployment using IaC scripts.

GlobalLogic®
A Hitachi Group Company

Modernizing and Monetizing a Website

Client Scenario

With a 100+ year history of supporting the aviation industry, this company delivered the most complete set of data, analytics, online tools, news and analysis, and expert opinion to the aviation market. Responding to the needs of the current marketplace, the company targeted a shift to a subscription model. To undertake this massive modernization the company chose GlobalLogic as their software engineering partner.

Our Approach

GlobalLogic established the client's new website on Epi CMS so that it could be customized for different types of users, creating a responsive web design on various mobile devices and integration with third party editorial and advertising tools. Working closely with the client's technology team, GlobalLogic developed a high-performance search function based on a new data schema specifically designed with the new product in mind. Method - a GlobalLogic design studio - created a generative brand and new forms of visualization that are both functional and beautiful.

Benefits

The company gained a new live platform, accessible via a common URL and brand, that enabled subscribers to search across news, company, fleet, and network data through a seamless UX. In the first year, 100% of customers migrated to the new version and the company achieved a 16% increase in new business and 2% increase in its retention rate.

Driving Growth and Retention

16%
increase in new business

2%
increase in retention rate

GlobalLogic®
A Hitachi Group Company

Conclusion

W ith 22+ years of experience in software development and engineering services, GlobalLogic has become a trusted partner to independent software vendors worldwide.

Learn More

To learn more, or to speak with one of our experts, please reach out:

info@globallogic.com

GlobalLogic®
A Hitachi Group Company

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