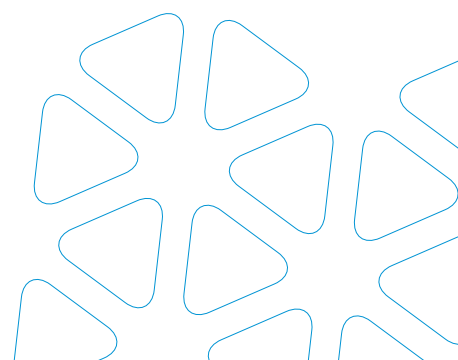


Riding Shotgun with DevOps

A STORY OF OWNING CHANGE

Our customer, a commercial fleet vehicle and services leader, wanted to deliver new and more meaningful products and services to their customers faster.



Owning Change in Transportation

Our customer works tirelessly to build applications optimized for their users. To keep their software engineers on track for product launches, they invested in DevOps tools and best practices.

THE CHALLENGE: **KEEPING THE FLEET ON THE ROAD** Optimizing the Product Launch Cycle

Software engineers need to stay agile to meet both business demands and to meet customer needs as they arise. For this to happen, their development toolchain needs to be continually optimized so it runs smoothly. If software engineers need to stop and fiddle with their own tools, that's time and revenue lost.

Our customer identified key areas of their infrastructure that could be improved to optimize their development toolchain.

This list included:

- Implement a repeatable performance and load test process
- Design and create dashboards for project monitoring
- Publish critical APIs with ongoing support
- End-to-end pipeline stabilization

They sought a partner well-versed in complex DevOps deployment and best practices, who had the flexibility to work within the customer's approach to Agile ways of working. Enter TEKsystems.

OUR SOLUTION: AUTOMATE THE PIT CREW Stabilizing Software Engineering Toolchain Optimization through DevOps

Stabilizing the automotive titan's toolchain was a multi-step process. Before we put the pedal to the metal, we worked with our customer to build a roadmap of work informed by their highest priorities.

Once their subject matter experts gave us the green light, we were off. We performed an initial publish of our customer's existing APIs and automated the process of publishing new ones moving forward. To address potential issues with non-conforming APIs,

we completed conformance scans using 42Crunch. Then we performed an in-depth investigation of their CI/CD pipelines, improving their overall stability by addressing any existing problems. Then we integrated Sonarqube and Checkmarx into their development pipeline to scan for potential bugs or vulnerabilities in project application code.

To give stakeholders greater insight into the status of ongoing projects as well as customer data, we built multiple dashboards from the ground up. We enhanced existing Splunk dashboards designed to report on customer activity, including the number of active users and percentage of customers with key applications enabled. Separate dashboards built in Dynatrace will be used by the development team for performance monitoring and triaging. Once the analytics dashboards were built, we integrated VictorOps (now called Splunk On-Call) to ensure that support requests would quickly reach the right resources.

POWERFUL PARTNERSHIP: **CONTROLLED SPRINTS** Reverse Engineering Metrics for Success

During the entire engagement, we collaborated closely with the customer's internal resources. We leveraged Agile ways of working by breaking down larger projects into hyper-focused sprints. Every sprint was measured by metrics and KPIs that our teams worked together to set during strategic planning stages.

This methodology proved to be optimal, as it gave our customer the ability to change course as needed. If their priorities suddenly shifted, it was easy for us to adjust and keep things moving.



Real-World Results

By putting tools in place to stabilize and automate their Software Engineering Toolchain, our customer's internal software engineers can focus solely on meeting customer demand. They are in a better position than ever to deliver stellar features and services at a faster pace.

The dashboard we enhanced and built for our customer will give both their business leaders and software engineering teams greater insight into how their products are built, deployed and used. These improvements will empower them to make informed decisions about what services they can deliver to their commercial fleet vehicle customers that will provide the most meaningful value moving forward.



Decreased time to
market



Increased pipeline
stability



Decreased
application rework

About TEKsystems and TEKsystems Global Services

We're TEKsystems. We accelerate business transformation for our customers. We bring real-world expertise to solve complex technology, business and talent challenges—across the globe. We're a team of 80,000 strong, working with over 6,000 customers, including 80% of the Fortune 500 across North America, Europe and Asia, who partner with us for our scale, full-stack capabilities and speed. We're strategic thinkers, hands-on collaborators, helping customers capitalize on change. We're building tomorrow by delivering business outcomes and driving positive impacts in our global communities. TEKsystems is an Allegis Group company.

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