



Let's Solve

Case Study

Modernizing Platform Tooling
in the Development & Verification
Ecosystem for Leading Global
Manufacturer of
Semiconductor Chips



A Larsen & Toubro
Group Company

Client

Leading multinational corporation and technology company headquartered in USA. It is a global manufacturer of Semiconductor Chips and supplier of processors for computer system manufacturers. It also excels in manufacturing of motherboard chipsets, network interface controllers and integrated circuits, flash memory, graphics chips, embedded processors and other devices related to communications and computing.

Challenges

- Development and support of a highly complex, business critical In-House 'Issue Tracking Platform' that integrates with multiple internal & external systems and ALM tools.
- Ensure business continuity and highest availability with a smooth transition from previous maintainer.
- Simplify platform architecture, streamline & automate processes and improve SLA compliance.
- Design the next-generation of the platform by utilizing modern tools & technologies.

LTI Solution

- 24x7 support with distributed team across Onsite/Offshore locations.
- Focus on Preventive Maintenance to achieve 100% uptime of all critical applications.
- Automation solutions to improve developer productivity and self-heal incidents.
- Design-Thinking-led approach for the next generation platform using Atlassian Jira connected to multiple systems through Microservice Integration Patterns.
- Evolution of 'Issue Tracking Platform' ready for Migration
- Around 9K+ users currently supported
- Tools & Technology Used: JIRA, HP ALM, IBM Rational, Clear Quest, Apache Camel, Gerrit

Business Benefits Delivered

- Overall 40% reduction in tickets
- 25% increase in developer's productivity
- 100% adherence and compliance to SLA's with 24*7 availability

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