

Infosys: R&D process transformation for next generation platform and improved customer experience

<p>Service Provider: Infosys Technologies Ltd.</p>	<p>Customer Name: A leader in Networking HW/equipment Vertical: Hi-tech and networking</p>
<p>Project Profile:</p> <ul style="list-style-type: none"> • Broad-based product engineering process and architecture diagnostic to identify process model limitations • Define target roadmap from industry experience, best practices • Manage two-year transformation to implement changes • Define success metrics to measure value realisation through transformation and various programmes 	<p>Business Objective:</p> <p>Scale R&D processes and systems to support anticipated three-fold revenue growth over 3-5 years</p> <p>Improve customer experience and maintain leadership position in high-end market</p>
<p>Project Details:</p> <ul style="list-style-type: none"> • Benchmarking R&D process against industry best practices and defining roadmap of actionable recommendations • Engineering and customer experience process design and deployment, stakeholder alignment, organisation change management • Defining comprehensive architecture of metrics to measure transformation success 	
<p>Results Achieved</p> <p>Technical Benefits:</p> <ul style="list-style-type: none"> • Best-in-class test strategy to reduce defect escape by more than 40 per cent over three years • Designed product maintenance and service release model to reduce issue to resolve cycle by 50 per cent <p>Business Benefits:</p> <ul style="list-style-type: none"> • Identified savings of USD 200 million over three years through improved process effectiveness and efficiencies • Designed process model scales R&D delivery of at least five-fold, increases product feature at least three-fold 	