

HCL'S **INTELLIGENT SUSTENANCE ENGINEERING (ISE)** HELPS LEADING NETWORK EQUIPMENT MANUFACTURER BENEFITED WITH 4.5% PRODUCTIVITY

CASE STUDY

THE CLIENT

Leading networking equipment manufacturer headquartered in San Jose, California.

OBJECTIVE

- Improving response time on customer reported issues and faster turnaround of defects
- Optimizing test cycle , improving test effectiveness and enable better ROI on testing

CHALLENGES

- In defect tracking system:
 - o Issue identification consumes 1 to 2 days of Development Engineer's (DE) time due to Platform Dependent/ Independent code interactions
 - o Investigation of the root cause consumes lot (3 to 4 days) of Development Engineer time due to product complexity
- In test case repository system:
 - o Testing by multiple teams result in duplicate defects and causes lot of effort lost in triaging and identifying duplicate defects
 - o Improper impact analysis leads to bad code fixes

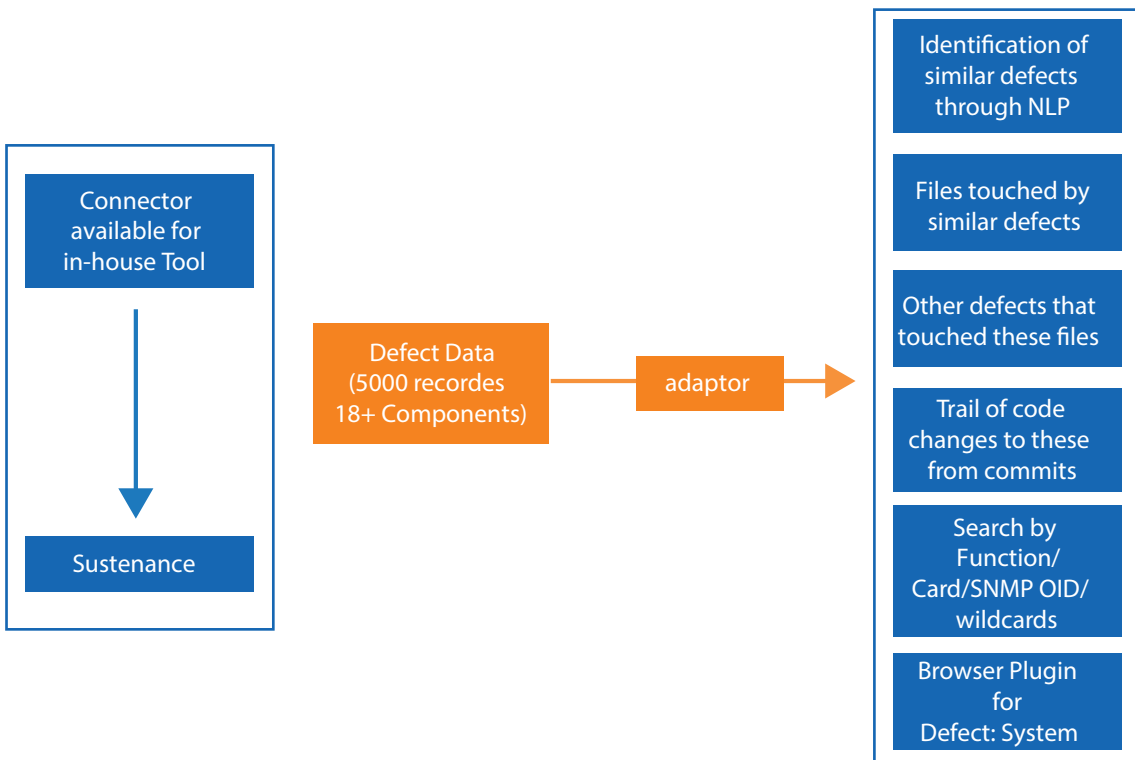
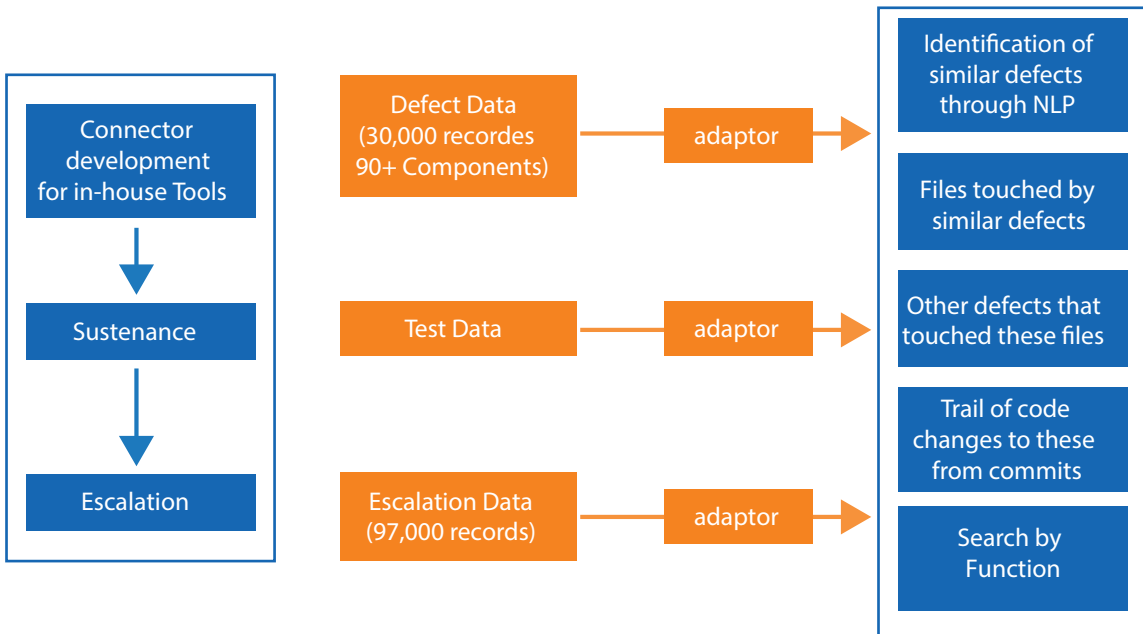
ISE

Intelligent Sustenance Engineering (ISE) uses the power of intelligence to ensure that product sustenance is efficient, responsive and cost effective. ISE unlocks value from the synergies between the Tech support teams, Sustenance engineering teams and Product Engineering teams. ISE enables every aspect of sustenance engineering with tools and capabilities that empower everyone from managers to sustenance engineers

HCL'S APPROACH & SOLUTION

ISE helped Improve customer satisfaction and exceeded product metrics goals by

- Improving response time on customer reported issues and faster turnaround of defects in defect tracking system
- By bringing in disparate tools and databases data in a single view
- User adoption made easy by integrating with Customer Defect Management System through Browser plugin
- Search results were better & relevant since data universe is confined to specific project
- Reduced Duplicate defects



BENEFITS

- Reduce effort in the Bug Repro phase by 33% and Analysis phase by 50%
- Giving a total effort saving of 45% for the DJRMV defects
- The ability to look into relevant code and find all other commits that modified a defect helps optimize code analysis time during Root Cause Analysis and quickly narrow down on source of Customer Found Regression. This helped to cut down analysis time by 60% - reducing a 2 day effort to less than a day.



To know more, Contact us at ersslus@hcl.com

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