Infosys achieves a 5–7 percent effort reduction across projects

Collaborative lifecycle management solution and DevOps methods boost collaboration

Overview

The need
The Infosys team sought to improve quality and raise productivity across a range of projects for customers from multiple domains. The team looked at automation and tools as key components to achieving this goal.

The solution
The team implemented a suite of IBM® Rational® software, which improves project visibility and boosts collaboration internally and with Infosys customers and partners.

The benefit
The project teams achieved a 5–7 percent effort reduction year on year, significantly improved efficiency and reduced defect levels.

Managing 4,000 application development, maintenance and infrastructure management projects per year isn't easy. Naresh Choudhary, Associate Vice President and Head of Tools and Reuse at Infosys needed to improve software quality and his organization's overall productivity using automation and tools: "We had significant challenges in application development and maintenance because of our distributed teams, changing business priorities and an overall need to stay in alignment with the customer needs. We needed to find a way to improve collaboration to get higher quality products and greater efficiencies from our teams."

Tackling the challenge of distributed teams

Infosys is a global leader in consulting, technology, and outsourcing solutions. It enables businesses in more than 50 countries to outperform the competition and stay ahead of the innovation curve. With USD8.25 billion in revenues in 2014 and more than 165,000 employees, it provides strategic consulting, operational leadership, and the co-creation of breakthrough solutions, including those in mobility, sustainability, big data and cloud computing.

The IBM CLM software suite is helping unite Infosys's distributed teams and promote greater collaboration. "It's integrating different stakeholders and getting everyone on a common platform that ultimately provides traceability, and bridges the gaps between Infosys teams, its customers and partners," says Naresh Choudhary, Associate Vice President, Infosys Ltd.

In the past, the company used a mix of open source, home-grown and third-party applications to support application development projects. But challenges resulting from distributed teams using manual processes increased as the company grew. "It became more and more important that we execute our projects efficiently, so we could improve quality, reduce defects and minimize delays," says Choudhary.

Implementing a CLM solution

The team implemented the collaborative lifecycle management (CLM) suite from IBM, including IBM Rational Quality Manager, IBM Rational DOORS® Next Generation and IBM Rational Team Concert™ software. The applications, deployed as a hosted solution at Infosys, support a DevOps approach for the project teams.

"For us, DevOps is about collaboration and breaking down silos," says Choudhary. "In our case, this means collaboration between Infosys and its customers, our customers' partners and different Infosys teams."

The CLM platform integrates with home-grown Infosys applications, which increases visibility for stakeholders. "The time-to-value and the value that we create out of this platform is something that is visible to our customers in a very tangible way," says Choudhary.

Ongoing improvements year on year

Choudhary reports that the project teams have seen a 5–7 percent effort reduction year on year: "We're confident that as we continue to use the solution for greater levels of automation, and integrate it further across different lifecycle accelerators, that number will increase significantly."

Along with that effort reduction, the project teams have improved efficiency and decreased defects. "Our quality levels are above the industry average in most of our service offerings," says Choudhary.

Solution components

Software
- IBM® Rational® DOORS® Next Generation
- IBM Rational Quality Manager
- IBM Rational Team Concert™

For more information

To learn more about collaborative lifecycle management solutions from IBM and the DevOps approach, please contact your IBM marketing representative or IBM Business Partner, or visit the following websites:
ibm.com/software/products/en/ratlclm
ibm.com/devops