

Case Study

Leading Multinational Technology Company



HaaS Application Architecture Project

This multinational technology company operates a robust Hardware as a Service (HaaS) platform for its global external customers including financial service institutions, insurance providers, and other large enterprise organizations. A key benefit of the HaaS platform to these customers is the reduction in costly IT equipment overhead as their own business operations scale. Increased demand for the platform now places market pressure on the client's technology services group to drive even more revenue through the platform.

CHALLENGE:

With the original version of the HaaS platform, this client has struggled to meet end user demands like seamless access and increased usage visibility while incorporating additional features such as a real-time device metering engine and storage metering display. The original platform architecture lacked flexibility due to service integration limitations and lacked scalability to handle the data volume of a globally distributed software service. The client needed a redesign of the application architecture while continuing to build key features, focusing on end user needs as well as stakeholder groups who supported the need to continuously deliver a flexible, scalable platform for their global customers. Client stakeholder groups included:

- Technology Services
- Product Management Leadership
- Solution Architecture Leadership
- Delivery Automation Center of Excellence

SOLUTION:

ettain group HaaS Application Architecture Project

The ettain group product development team designed the application architecture focusing on several key objectives including:

- Design and implementation of a client portal and dashboard to give Hardware as a Service program subscribers visibility into consumption metrics, analytics, and invoicing administration
- Definition and development of microservices architecture to deliver the applications
- Definition and integration of an application stack that is fault tolerant, scalable, and capable of cutting-edge monitoring and altering capabilities for issue management
- Management of a highly-autonomous and cross-functional product development team
- Drive application-level architecture, test automation engineering, and end-to-end software engineering. UI components for client dashboards as well as service layer components and back-end data integration to gather usage metrics from remote clients and managing reference data
- Provide Service Delivery Management responsible for overall team governance and performance management

The ettain group product development team works in line with our client's digital product and services leadership and is responsible for:

- Application design, including functional flow
- Application-level architecture and coding practices for the application stack
- End-to-end software engineering for all features and associated business value as well as system configuration, unit testing, debugging, and initial production support activities
- Test automation design and execution, establishing and implementing best-practice testing approaches in support of microservices delivery
- Service Delivery management including initial discovery of the client's product development challenges, profile advisory services for team roles, team performance management, and stakeholder communication and reporting

RESULTS:

The ettain group product development team's continuous value is measured around multiple service deliverables. While the product roadmap continues to progress and evolve, the team has achieved the following with respect to key deliverables:

- Story Completion against established velocity: > 95% story completion against established baseline velocity. The client now knows how much work to take on to add value efficiently.
- Feature Completion against commitments: 100% feature-complete-to-date. The client now maintains focus with changing priorities to deliver what matters most.
- Business Value Awarded against client-approved objectives: 95%-100% business value awarded. The client stakeholders' requirements were successfully delivered.
- MVP deadlines against stakeholder commitments to the business: achieved first Minimum Viable Product (MVP) release on-time. End user needs were successfully met.

The client's HaaS platform continues to reduce capital expenditures as well as maintenance costs for users on a global scale. End users are better able to collect usage data and display in real-time the necessary metrics and analysis so they can apply the software service package to the most critical business functions within their enterprise. The client also achieves a more efficient process for invoicing and managing timely receivables from its global user base.



Through our ongoing partnership with the client, ettain group Managed Service Delivery Leadership has built and managed the first US-based product engineering team dedicated to expanding their software service portfolio. As a result, the architecture design, development, and automation best practices used by our team for this particular product platform are being adopted portfolio wide.

About ettain group

ettain group is the talent solutions company delivering recruitment and managed service solutions to clients nationwide. We invest in knowing your business, your team and the culture critical to your customer experience. You can be certain that our passion and flexibility to fulfill your resource, project or program demands is based on much more than filling positions.