

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

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