



Case Study

Automation improvements, faster releases, & improved compliance

Client: Fortune 100 Automotive Company

Key highlights



35%
YoY Automation
Improvements



80%
Faster Bug Fix /
Enhancement Releases



95%
SLA Compliance
Improvements



Background

The auto industry can transform its business operations with the help of SRE by improving system reliability, increasing agility, and enhancing the customer experience. By adopting SRE's best practices, such as automation, auto companies can accelerate their development and deployment of new services, keeping pace with the rapidly changing automotive industry and bringing innovative products to market faster. SRE can also help auto companies bridge the gaps between their product and support teams, reducing delays in pushing feature releases and improving SLA compliance.

Our client, a global automotive company which delivers solutions for fleet management, had gaps between their product and support teams that led to delays in pushing feature releases and was following traditional support mindset that led to SLA slippages. Client was seeking a credible partner to assess their production engineering maturity levels and outline a transformational plan to incorporate SRE culture and engineering capabilities.

Pain Point

The client was facing several challenges related to its policies and procedures. Due to the lack of well-defined policies and procedures, the engineering teams were involved in supporting production events. Additionally, the organization had poor utilization of service management tools and techniques, leading to a defined SLA being breached for 99% of incidents. It was recommended during our discovery phase that the client adopts and defines SRE parameters to address their issues. The TechOps team had limited access for troubleshooting and RCA, which presented further challenges for the team to mitigate them by implementing SRE practices.

End-to-end Solution Roadmap

Altimetrik's SRE practitioners conducted a comprehensive organizational SRE assessment and laid out a structured plan to transform their TechOps by building automation capabilities to reduce the operational toil.

Six-week discovery engagement to baseline on current practices and define target state

Outlined a transformational roadmap with detail implementation plan to adopt SRE

Maturity Baseline

SRE Transformation

Incorporated SRE members into application teams to be engaged early in the SDLC

SRE team members upskilling - responsible for addressing critical production issues (code/config)

Adopted SLI / SLO and SLA framework to derive well defined support process

System resiliency targets and respective compliance levels were updated to align with the new metrics

Metrics Model

Automation

Developed automated scripts (based on parameters) to address routine non-engineering tasks i.e., infra updates

Constructed centralized monitoring and dashboards with automated alerts

Evaluated existing tools used for ITSM, conducted PoC for the identified tool to be used and with a successful PoC and demo it was implemented

Enabled the migration and adoption of the tool across multiple product teams

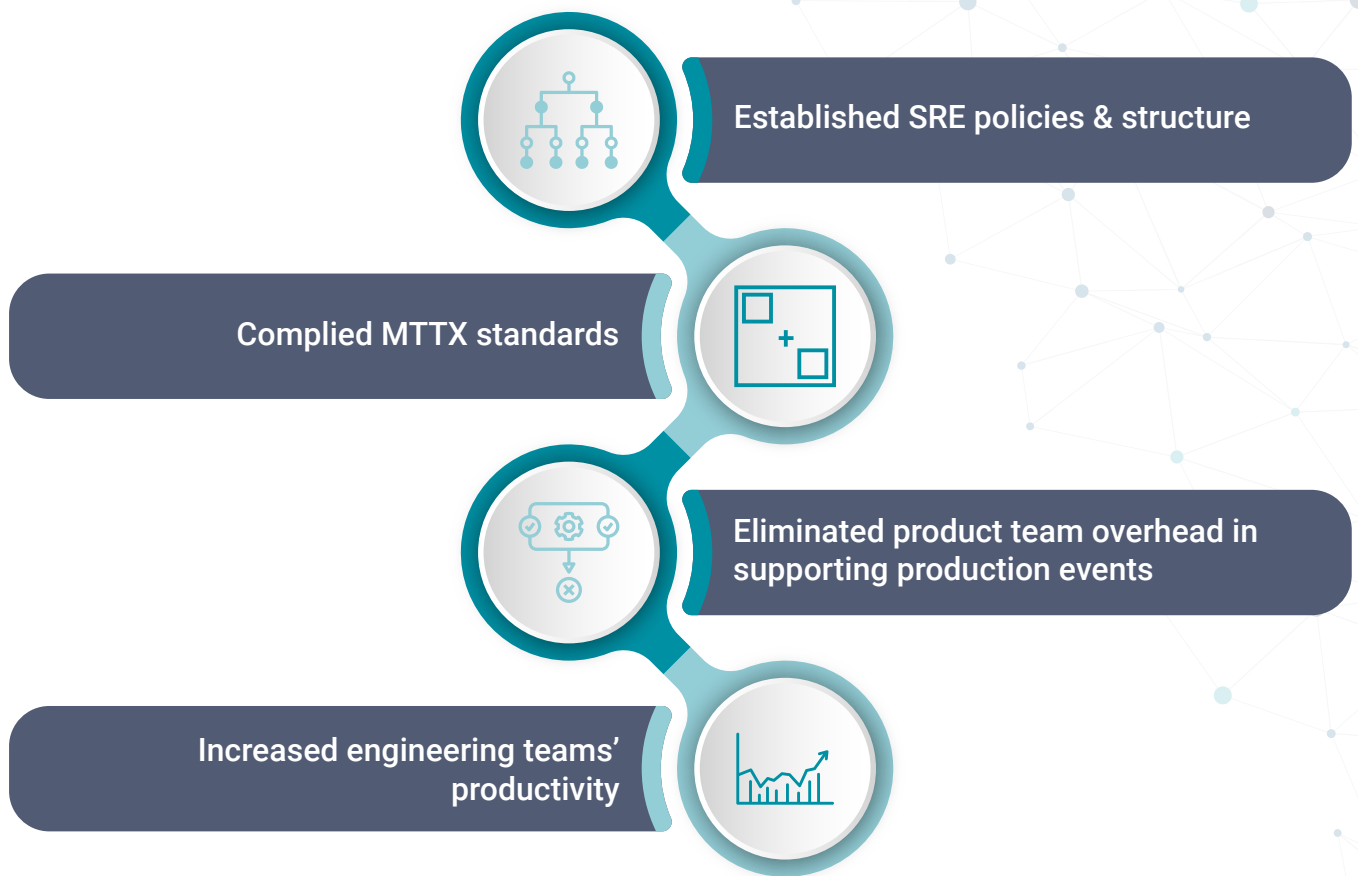
Tool Standardization

Establishing operating model

Added a structural process to Agile model which allowed the client and the engineers to track the resource time utilization, and time spent for issues on each product category

Implemented the right methods to track the stories and activities which helped to measure the unknown/ad-hoc work allocation

Results



About Altimetrik

Altimetrik is a pure-play digital business and digital transformation company unlocking growth and opportunity with speed, scale, and consistency. We focus on delivering business outcomes with an agile, product-oriented approach. Our digital business methodology provides a blueprint to develop, scale, and launch new products to market faster. Our team of 5,500+ practitioners with software, data, and cloud engineering skills helps create a culture of innovation and agility that optimizes team performance, modernizes technology, and builds new business models. As a strategic partner and catalyst, Altimetrik quickly delivers results without disruption to the business.