INFOSYS
LIVE
ENGINEERING
Amplify Product-Centric Value Delivery with Infosys Live Engineering

With the threat of disruptive business models and competition from innovative digital natives, organizations are constantly looking for ways to accelerate business outcomes. Many organizations are now moving to a product-centric operating model to deliver superior customer experience and realize business value faster. One of the foundational elements of such an operating model is adopting a data-first approach to engineering and value-stream management, which enables real-time visibility to flow of value.

The current level of technology adoption and automation in many organizations, is such that users can proceed through the software engineering lifecycle in a single click. Yet, stakeholders across the board, experience challenges that curtail the value delivered, such as:

Product owner struggles to access customer feedback on the feature introduced in the past week, so they can analyze the user sentiments to improve the product.

Software director wonders why the current release is suffering from a ‘Watermelon effect’, where it is suddenly in the ‘red’, with no prior indications or symptoms.

Development Manager finds it difficult to assess the productivity of team members, despite the data pouring in from different tools around code commits, defects & more.

CEO is unable to get a ‘single pane of glass’ view of the progress of critical programs that are key to her business plan.
Infosys Live Engineering – The Platform of Choice

Live Engineering is a data first approach to engineering to derive persona based actionable insights, use predictive analytics and intelligent automation leveraging the data residing in tool chains in the engineering ecosystem.

Infosys Live Engineering Platform is a comprehensive platform offering that helps organizations adopt the live engineering approach for large transformation programs and get intelligent value-stream based insights for their business and IT teams. The platform is powered by techniques like deep data analytics, machine learning, and natural language processing (NLP). It processes the extensive data available in Agile, DevSecOps, and Operations tool chains and generates meaningful insights for all relevant personas so that they can learn, calibrate, and respond to changes, thereby ensuring predictable outcomes.

It caters to a variety of personas right from executive leadership to product managers, portfolio and development teams, architects, quality managers etc. Each persona gets a contextual, role-based command center that highlights areas of interest and hotspots along with the ability to drill down and receive recommendations.

What Makes Infosys Live Engineering the Preferred Solution?

- Helps organizations transform into intuitive and responsive enterprises through actionable and predictive insights
- Enables informed and faster decision-making with intelligent automation
- Brings in efficiency in performance through community collaboration and knowledge management
- Increases productivity through value stream based cognitive insights
- Enables customer centricity as product development is aligned to business value

Top Use Cases Enabled by Infosys Live Engineering Platform

- Increase the predictability of releases by correlating different live metrics
  
  Teams can track actual release progress and preempt release risks. The platform provides a ‘live release confidence score’ derived from leading indicators like requirement churn, unplanned tasks, velocity, open defects, impediments, and dependencies.

- Achieve end-to-end traceability with value-stream analytics
  
  The platform offers end-to-end traceability of epics, user stories, builds, tests, and defects across all products and portfolios. With this, users get a unified view of the progress, adoption of practices and the value being delivered.

- Track and enhance team and individual level productivity
  
  Contributions by Dev-QA-Ops teams can be easily mapped with portfolio level drill-down insights into team maturity and levers. It leverages a comprehensive FICO-like scoring model so team mentors can adopt the right coding protocols and provide the required coaching for contributors.

- Customer sentiment analytics
  
  The platform provides customer sentiment analytics so teams can improve features, test strategy, and coverage, thereby improving the overall product quality.
Success Stories

Infosys Live Engineering has helped enterprises accelerate their digital transformation journeys. Here are some success stories from our clients:

<table>
<thead>
<tr>
<th>Client</th>
<th>Challenges</th>
<th>Infosys Live Engineering Solution</th>
<th>Benefits delivered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Global ISV &amp; online Product company</td>
<td>Improve developer quality and maturity</td>
<td>• Implemented a custom solution to measure developer performance based on their commit velocity, code quality and adherence to development best practices • Solution was integrated with focused training &amp; mentoring plan</td>
<td>• Daily commit/PR rigor and 30% increase in code review pass rate • Code quality technical debt of less than 16 hours on new code</td>
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<tr>
<td>US based large bank</td>
<td>Find and remove redundant test cases from the client’s 300K Enterprise Quality Engineering regression test cases</td>
<td>• Leveraged Infosys’ test case optimization Live engineering solution • Componentized the test cases into reusable test steps &amp; implemented them as a set of libraries to minimize the automation effort</td>
<td>• 25% optimization of test cases resulting in savings of $2 M /Yr in cost of testing • 20% reduction in regression test cycle time</td>
</tr>
<tr>
<td>US based transportation &amp; logistics company</td>
<td>Improve time-to-market and accelerate early customer sentiment feedback cycles when releasing the new mobile app and latest features</td>
<td>• Created a custom persona-based dashboard for proactive management of quality scores and release risk to improve predictability and time-to-market • Deployed Infosys Customer Sentiment Analytics solution to receive early feedback on beta versions</td>
<td>• Reduced release cycles from 5 weeks to 2 weeks • Improved user confidence in new feature releases</td>
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Enhance your digital transformation journey with actionable and predictive insights delivered by Infosys Live Engineering. Reach us at agile_devops@infosys.com to know more.

For more information, contact askus@infosys.com