

EMBEDDED SYSTEMS SOFTWARE ASSET MANAGEMENT

CGN helped the electronics division of a large manufacturing company architect a solution for managing software assets for embedded systems.

Business Problem

The electronics division of our client has grown significantly in the number of electronic system types and services it provides to internal and external customers. Due to the lack of a framework to efficiently manage the development and maintenance of software assets across all its product lines, the customer was facing a number of challenges related to unintentional duplication of functionality across product lines; constantly slipping project schedules; higher development and maintenance costs; and poor overall quality of software resulting in significant rework and customer dissatisfaction.

CGN Solution

The CGN team helped our client go from a vision to the reality of a defined and architected software asset management solution. Adhering to the client's 6 Sigma DMEDI Process the team successfully completed the Define, Measure, and Explore phases. The CGN team assumed a leading role throughout these phases in accomplishing the following main activities:

- Conducting and analyzing the Voice of Customer (VOC) and deriving the Critical Customer Requirements (CCR)
- Designing and developing a "best of the breed" Graphical User Interface prototype
- Creating an architecture that is 100% compatible with the client's environment
- Conducting benchmark analysis of the custom solution based on the CCRs versus leading COTS (Commercial off the Shelf) applications
- Facilitating meetings with client stakeholders during the final decision making process of choosing the right solution

Customer Benefit

Key benefits of the software asset management solution that CGN helped define are:

- Provides a structured and well-defined framework to organize and manage software assets for all products and product lines
- Significantly enhances reusability of software assets across products and product lines
- Helps reduce software development and maintenance costs by eliminating duplicate development of software features across product lines

SCOPE

Develop an execution framework that would align the department's portfolio of initiatives to its strategy and act as a communication hub for management, district representatives, and subject matter experts (Internal consultants); Provide real-time dashboards and status updates on progress, issues and roadblocks across the portfolio; Enable cross-team communication and feedback; Manage the execution of key strategic initiatives.

BUSINESS DRIVERS

Retain competitive advantage; Organization facing significant change - Improve the transition of people; Projects need to keep consistent goals, be on time and within budget - Eliminate last minute fire drills; Improve visibility - Create an effective communication channel; Great ideas generated - Provide a clear execution path



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