

***Leading voice solutions provider in the us,  
Reduces time to market, modernizes and upgrades  
Its product with scalable operations on cloud***

### **The Big Picture**

Platform modernization is inevitable for organizations to survive. However, organizations have to deal with a certain amount of risk as well as no access to the relevant technical expertise of doing so, in-house. This includes decades-old programming languages, incompatibilities with current technologies, modernization costs, and a shortage of legacy coders. Faced with a similar challenge, our client an American multinational software technology corporation that provides speech recognition and artificial intelligence software. The organization was founded as a spin-off of a Speech Technology and Research Laboratory to commercialize the speaker-independent speech recognition technology developed for the government. The client, a leading voice solution provider, approached Incedo to help them transition to modern cloud-based infrastructure.

### **The Problem**

Client needed to accelerate product upgradation, application development, optimize & manage large scale operations on cloud from its legacy systems to stay competitive and reduce time to market. The client needed to upgrade the entire application stack, operating system & database to keep up with the market demands and business requirements. The vendor was expected to work very tightly with the client for seamless product modernization and solution integration.

## Our Solutions

Incedo worked closely with the client for seamless product modernization and solution integration at an increased velocity. The solution involved upgrading applications to latest stable ruby version along with all third party software & seamless deployment by integrating Docker with Jenkins for application on staging, migrate staging cluster to Microsoft Azure and deploy Azure Kubernetes Service cluster.

### Build

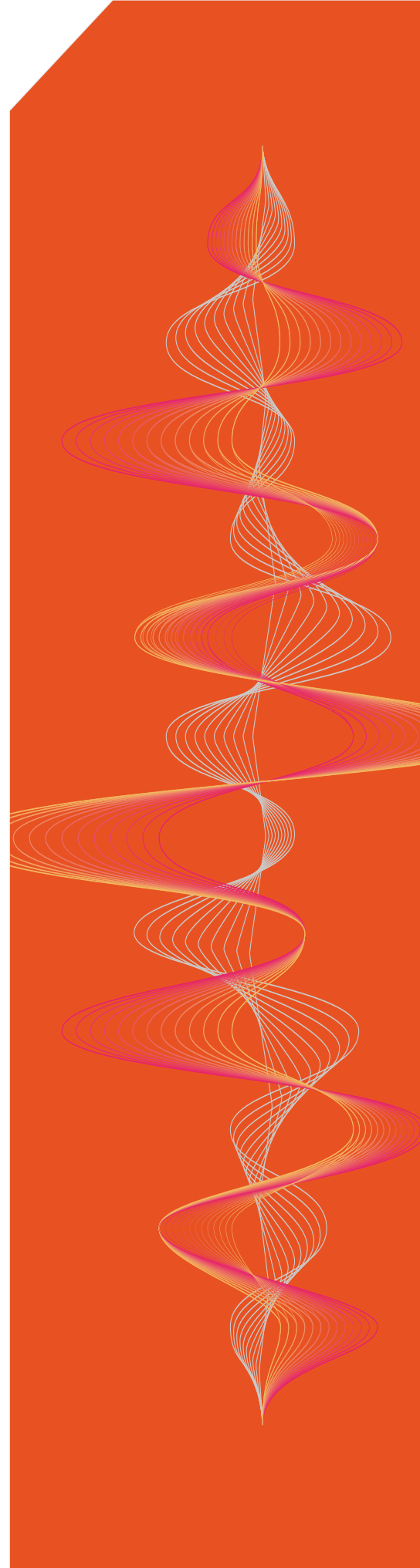
Established credibility in ODC setup & teams of over 70 HC in less than a year. Structured knowledge acquisition sessions with onshore teams. Accelerated onboarding, with effective transition.

### Operate

The team was divided into 3, i.e. DEV, OPS and QA. Scored high on timely, and quality deliverables, imperative for a product engineering team. The team's technical maturity and understanding of the product allowed for faster scaling & innovation. Product development happened in Agile mode, with sprints.

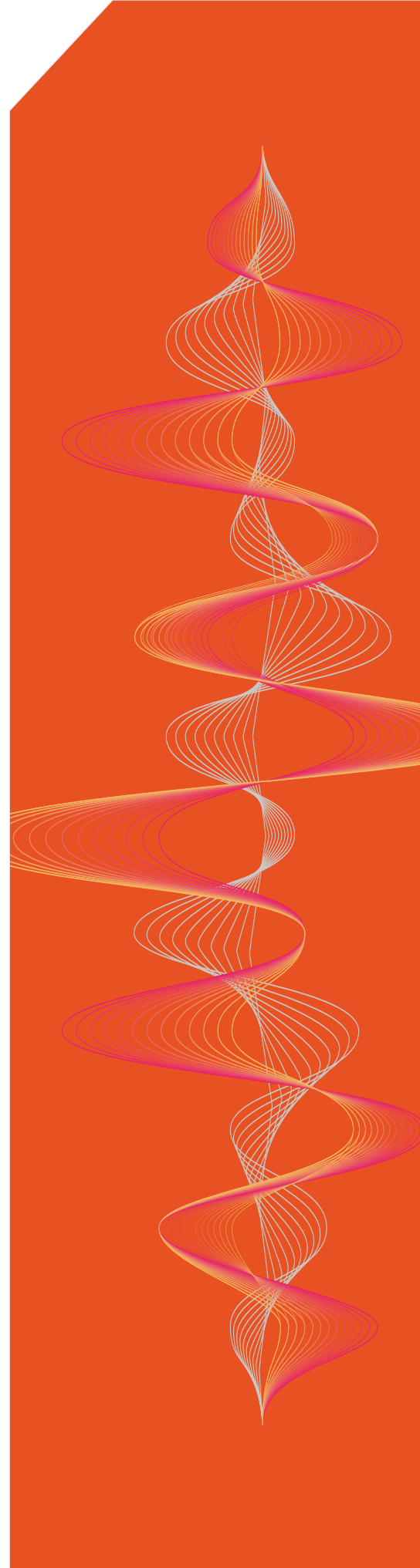
### Transfer

Transitioned operations to client within a very short span of time. Provided smart solutions to commonly reported issues, and application enhancements. With learnings from the build and operate phases, institutionalized processes for reverse knowledge transfer. 24\*7 operations support was provided.



## The Impact

- Seamless execution of the transition with integrated agile delivery spanning US & India.
- Cost efficiencies and savings through optimization of resources and using open source technologies
- Reduced time to market with shorter cycle times, enhanced delivery efficiency with agile mode, in a sprint cycle of 2 weeks, leading to 15-30% reduction in problem resolution time.
- 60% issues reduction and better quality, stable deliverables with Integrity of business rules across applications, products and downstream systems.
- In-house scalable solutions provided for storage, infrastructure and queuing mechanism, customization of up to 30% to address bespoke customer requirements
- Accelerate business with proven DevOps Practices, Tools and Services that demand continuous & frequent delivery to shorten the life-cycle of development & Testing.



## About Incedo

Incedo is a digital transformation expert empowering companies to realize sustainable business impact from their digital investments. Our integrated services and platforms that connect strategy and execution, are built on the foundation of Design, AI, Data, and strong engineering capabilities blended with our deep domain expertise from digital natives.

With over 3,000 professionals in the US, Canada, Latin America, and India and a large, diverse portfolio of long term, Fortune 500 and fast-growing clients worldwide, we work across financial services, telecom, product engineering, and life sciences industries. Visit our website to learn more about how we help clients transform today :[www.incedoinc.com](http://www.incedoinc.com)



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