



# Grid Management Platform Sustenance for a major power OEM



## CUSTOMER CHALLENGE

A leading power T&D player partnered with us to sustain & upgrade its transmission, distribution and substation management product suite which has got very large code base and multiple hardware sub-systems

Primary objective of the partnership was to sustain the product suite, which has got very large installed base spread across the globe. QuEST has taken over the software and hardware sustenance activities through a very structured process and freed customer's core team to focus on the new product/sub-system development. In short span of time QuEST developed related domain and product/system knowledge, which was leveraged by the customer to accelerate their new product development programs too.

## SCOPE

- Sustain and upgrade the software product suite for grid management, which includes the transmission, distribution and substation systems
- Take over sun-set/legacy sub-systems/modules and support the end-users
- Obsolescence management of critical hardware sub-systems

## SOLUTION

- Manage transition from inhouse support model to local-global model through a time-tested structured transition process of QuEST
- Mobilize and deploy local team to closely work with customer team to understand, analyze and hand-hold customer to establish the new model
- Mobilize and deploy capable capacity in best cost country as per jointly created roadmap.
- Establish **SustenanceFactory** by leveraging the proven process and tools developed by QuEST to achieve the indented results

## FEATURES

### Management, Process:

- Quick ramp-up/ramp-down as per business need
- Proven process, tools and best practices
- Agile scrum model of execution
- Defined SLA & Continuous improvement

### Software Services:

- L2, L4 services
- Testing & Test Automation
- **Build & Release Management**

### Hardware Services

- Component engineering
- Re-engineering/redesign
- Testing

## BENEFITS

- Released customer's core team to focus on NPI and accelerate respective programs
- Stabilized and improved performance of the product suite
- Addressed the need to migrate, port, refactor and upgrade. Including the lift & shift to digital.
- Addresses the problem of talent attrition
- Released from non-critical, legacy (sun-set) product/sub-system ownership
- Component-level & board-level obsolescence management addressed to enhance the product life span
- Brought the number of suppliers optimized and sub-tiered.
- Significant reduction in the total cost of ownership (TCO)

## RESULTS



Savings: >\$10M+ / year



Globalization: 90%



Headcount : 100+

