Symphony helped a leading ISV specializing in integrated Telematics services to modernize its existing web-based fleet management portal to provide fleet managers with real and valuable information upon which to make rapid business decisions.

The Client

The client is one of the Europe's longest established Telematics providers. They cover a unique portfolio of vehicle tracking, fleet management, and mobile data solutions and provide wireless vehicle management technology for monitoring large and small fleets of vehicles. They also provide consulting services to fleet and risk management markets across Europe. Some of their prominent customers include BAe Systems, Network Systems, Homeserve, Areva etc.

The Challenges

The client sought to simplify the process through which fleet managers can obtain genuine management information, rather than masses of raw data and endless reams of printouts. The business challenge was to change the traditional Telematics model by doing all the hard work for end-users and help Telematics users to make informed decisions based on pertinent, business-intelligent data by

- Providing end-users with information that is displayed in a simple and easy to understand format
- Providing end-users with the information they need, when they need it
- Reducing management time and effort to analyze before the relevant information is reached
- Reducing the risk in the fleet management lifecycle

The Solution

Symphony setup a Global Operations Centre (GOC) with an 8-member experienced team. A steering committee comprising of customer representative and Project Manager (Symphony)

Product Development
Modernization

Industry
Transportation

Platform
Portal / .NET

Engagement Key Points
- Project duration – 2+ years
- Ramp Up Time from SOW sign off – 30 days
- Peak Team Size – 12
- Team Composition: Project Manager, Project Lead, Software Developer, DB/BI expert and QA
- SDLC: Agile-cum-Waterfall
- Release Cycle – sprint cycle of 2 weeks and releases scheduled every 8 weeks

Technology and Tools Used
- .NET 2.0
- C#
- Ajax
- SQL Server and SQL Server Reporting Services
- Microsoft Enterprise Library
- Telerik.NET controls
- Dundas Tools for Charting
- Map Solute
- Telerik controls

Major Product Features of the Portal
- Unique and highly intuitive 'dashboard' display to present results in exception reports against pre-agreed KPIs in a clear and easily understood manner
- Real-time data processing capability
- Tuned for high performance over Web
- Wins Award - Achieved the highest possible level of excellence in Telematics sector

provided management oversight, reviews, control, and guidance.

The solution to the client included creating a modernization plan that included re-writing the code completely to replace the existing platform. Symphony designed and developed a third-generation Web Service Portal using .NET technologies and database components, proprietary communications gateways and servers.

Central to the portal was a unique and completely customizable, sleek dashboard. The innovative dashboard functionality, which has 15-20 widgets at a time, contains visual graphics to present critical fleet information. This also included exception reporting, allowing instant comparisons of actual performance against planned, and highlighting exceptions for further investigation with requisite charting and drill down functionality. A speed management module helped to monitor and analyze fleet speed, at different times and excess speed in relation to the types of roads the fleets drive-on. The results presented also show the time spent in excess of the speed limit. To highlight risks and manage it, an in-built functionality helped to analyze working hours, driving time and out of hour's usage.

MapSolute's mapping solution helped process geographical location data of the vehicle in real time scenario. The vehicle data flowed in every 2 seconds thus, enabling online operation of vehicle tracking, remote monitoring, and control.

Symphony adopted proven agile practices that ensured the selected user-story goes through the sprint and test cycle, before the deliverables become release-ready.

The Benefits

Symphony's technical leadership and product development expertise achieved the following benefits for the client:
- Helped the client to maximize ROI on software R&D
- Enabled the client to repackage its integrated Telematics solution more effectively
- Enabled client to serve their end-client requests better and improve customer relationship