

With a global team of 600+ across 4 Customer Facing Units, Virtusa delivered excellence over 15 years for one of the leading telco

Challenges

- Transition Design, Development, Testing and ASM (Support) services from incumbent teams
- Transform service maturity and reliability of 300+ transitioned applications across 4 CFU's
- Adopt Agile ways of working and shift towards DevOps to improve delivery velocity
- Lower operating cost and eliminate tech debt
- Migrate and modernize applications flagged as EoSL without any disruption

Solution

- **Engineering Rigor**
 - BlueOptima adoption
 - SonarQube integration and code quality improvement drive
 - Formulated and adopted DevOps maturity metrics as a model for BT
- **Transformation Mindset**
 - Set up low-code and UX CoE's
 - Data migration for WLMS and setting up a Cloud migration factory
 - Automation-first QA and Operations
- **Technology Innovation**
 - Built a reusable orchestration framework, Getafix
 - Built accelerator tools worth 1mn GBP for BT

Value delivered

- 15% YOY Efficiency improvement
- 79% Reactive incident reduction
- ~60+ redundant systems rationalized
- Eliminated 12% non-value-add effort via Lean
- Uplifted Blue optima developer productivity score to 3.8/5 for pilot delivery projects (baseline: 1.x)