

The background of the top half of the page is a dark, atmospheric image of a road at night. The road is illuminated by streetlights, creating a series of bright, curved lines that recede into the distance. The overall tone is dark and moody, with a focus on the perspective of the road.

Case Study

# Jaguar Land Rover

## **Sympton Driven Diagnostics (SDD)**

- ✓ A roadmap for the future
- ✓ Exploring new technologies
- ✓ Safeguarding scalability, security and performance
- ✓ Underpinning long-term development plans



# From architecture to usability - diagnosing diagnostics for Jaguar Land Rover.

**Having established a reputation as a premier provider of luxury vehicles, it's vitally important that Jaguar Land Rover (JLR) maintains the highest standards of quality and consistency across their global team. So when they needed an independent review of their Symptom Driven Diagnostics (SDD) software, they turned to a technical partner for whom quality and consistency are second nature: Box UK.**

We embarked on a comprehensive research and evaluation project, the results of which informed a roadmap and prototype that outlined how the software could be extended - allowing it to be scaled internationally without ever compromising the premium experience that's so integral to the JLR brand.

Our assessment provided JLR with the answers they needed to move forward in the right direction. If you have questions critical to the future of your software, see how we can help you too.

## **Answering the big question**

Jaguar Land Rover wanted to increase the accessibility of their Symptom Driven Diagnostics software by making it available via web delivery, rather than requiring it to be installed on individual machines. However before undertaking what could potentially be a major redevelopment project, they needed to understand whether the current software was suitable for repurposing in such a way - and the cost, complexity and timescales involved with doing so.

## **Unravelling the architecture**

We realised that to provide JLR with the information they needed, we first had to build up an in-depth knowledge of the software in its current state. Through workshops with client stakeholders we discovered that although

stable, the software had grown organically over time in response to the specific needs of different JLR stakeholders. This evolution was reflected in an intricate underlying architecture - and further investigation was clearly required.

Our technical consultants looked at the structure of the code itself, stripping it apart to assess it line-by-line. At the same time, our user experience consultants set up workshops to evaluate the software's usability - producing a prototype to demonstrate how it may be developed further in line with best practice principles.

## **An informed decision**

Armed with the findings from our assessment, JLR can be confident in making decisions surrounding the strategic direction of their diagnostics software, helping them get the greatest possible value out of any future investment. Additionally, should they choose to rearchitect, they have been provided with a validated roadmap showing how the software could be scaled across territories while maintaining the luxury feel associated with the organisation - supporting plans for growth and providing technicians with a standard process to follow without ever compromising on quality.

We continue to work with JLR as a trusted technical partner, exploring innovative new technologies to help them remain at the cutting edge of their industry. Isn't it time we did the same for you?

## **Skills**

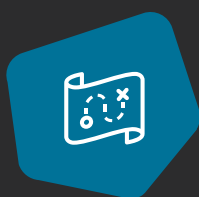
- › QuickStart
- › Business Analysis
- › User Experience (UX)
- › Wireframe Prototyping
- › Software Development
- › Systems Integration
- › Systems Administration
- › Agile

## **Similar Projects**

- › BHA Handicappers
- › RS Components PDL
- › Scottish American BindHQ



## Simply brilliant thinkers making software brilliantly simple



**Strategy &  
Planning**



**User Experience  
& Design**



**Software  
Consultancy**



**Software  
Development**

At Box UK our team of simply brilliant thinkers, consultants and application developers mastermind simply brilliant solutions to the world's toughest web and software projects.

It's why blue chip organisations around the world, from airlines to car manufacturers, international banks to global charities, choose to trust us with the execution of their digital strategies, from the development of enterprise-level custom software platforms to the delivery of award-winning multi-channel experiences.

So if you want an effective, compelling software solution, talk to us.

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