

Case for **Leading Smart Cards Producer**

Transformation of R&D Department for Leading Smart Cards Producer_

Customer Saves More than €7 Million During the First Year

Industry: Software & Hi-Tech

Location: France



Client Background

The client of Infopulse is one of the world's leading Secure Technology and Smart Card production enterprises. The company provides solutions to a vast portfolio of international clients, including banks and financial institutions, manufacturers, mobile operators, governmental organizations, and much more.

Business Challenge

- 70 employees offshore and 70 employees in the EU in R&D
- Very sophisticated development of about 10 software products for smart cards
- Lack of productivity and motivation – high costs of the remote team
- Poorly organized services and lack of skills
- All the projects are carried out internally because of security issues
- Strong need for security in all projects' phases

Solution

Within one year, the following transformation was implemented:

- Created a team of 80 people (R&D Services) in 6 months, with training of newcomers
- Established a methodology with SCRUM, continuous integration, automated testing, and ticketing
- Created a team capable of dealing directly with some end users, particularly in CIS
- Implemented a complete Security Guide with more than 100 security checkpoints to ensure high security standards
- Team and dedicated workspaces are monitored
- The source code never leaves the customer's HQ in the EU, access is provided via Citrix environments
- Documentation is never physically offshore, only reading is permitted

Business Value

- Savings of more than EUR 7 million during the first year
- New technical competence and faster execution
- Realistic projects estimations due to the implemented methodologies
- The level of safety is highly appreciated by the customer
- Security incidents are analyzed and fixed quickly



€7

Million Savings

80+

People in R&D team

10

software products
developed



About Infopulse

Infopulse, part of the leading Nordic digital services company Tietoevry, is an international vendor of services in the areas of Software R&D, Application Management, Cloud & IT Operations, and Cybersecurity to SMEs and Fortune 100 companies across the globe. Founded in 1991, the company has a team of over 2,300 professionals and is represented in 7 countries across Europe and the Americas.

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