



## Charter Global CASE STUDY - Microservices Solution Global Fleet Logistics Leader

**Implementation of microservices and CI/CD processes reduces complexity of development process.**

### About the Client

The client is a leading global supplier of fleet telematics systems and mobile resources. It provides company fleets with location-based services and advanced safety features which improve a vehicle's performance through a smarter driving experience. The client's technology enables clients to connect their vehicles to critical information over multiple networks, providing navigation, communications, security, and a competitive advantage.

### The Challenge

As part of its connected car technology, the client's telematics applications support the connectivity of multiple devices with features such as geo-tracking, speed alerts, and automated vehicle diagnostic reports, and more. As the ability to connect multiple devices grows, so does the volume of support requests, which can number in the millions daily.

The growing demand for secure, real-time connected car capabilities required the client to develop and update its telematics applications regularly and rapidly. Quarterly releases were not sufficient. They needed to increase releases to improve the customer experience.

A monolithic structure contains highly interwoven components, which often slow development. Continuous deployment is difficult, as updating one component requires deploying the entire application. And scaling the application can be difficult and costly.



## Solution

The client engaged Charter Global to evaluate its business requirements and provide solutions that would enable it to deploy updates and new applications more rapidly and frequently. Charter Global identified several challenges, including monolithic applications that relied heavily on legacy infrastructure and an excessive use of enterprise Oracle solutions like SOA, BPEL, and OSB.

Charter Global recommended the client convert its monolithic applications to a microservices design which uses open source products for cost efficiency. Microservices are designed as individual functional components, each with a singular focus, which can be developed, updated and deployed independently, reducing complexity and increasing scalability.

This would also allow developers to identify and diagnose issues more quickly, and it would provide the ability to leverage cloud architecture to control costs. This structure would provide flexible analytics and application performance, and it would eliminate any long-term commitment to a technology stack, making it easier to adopt new technology.

## Results

After implementing the microservices framework developed by Charter Global, the client accelerated its deployment schedule, providing weekly deployments of new releases and application updates. Its telematics development team was able to rewrite 100 services in just six weeks.

Charter Global also played a major role in setting up the CI/CD process for microservices, which helps telematics to deploy any service with the click of a button. This ability for rapid development and deployment means the client's customers always have its most up-to-date telematics applications, reducing the likelihood of issues or complaints and allowing the client to focus on providing the best experience for its customers.

## Why Charter Global?

- Increased scalability, flexibility, and security
- Broad range of technology solutions across multiple platforms to fit the client's needs
- Expertise in SAP Hana Cloud Platform, SAP Hybris, Oracle Mobile Cloud Service, and Oracle JD Edwards
- Multiple IT certifications, including CMMI Level 3, PCI, Microsoft Certified Partner, Oracle Gold Partner, and SAP Edge Partner
- Specialized experience in cloud technologies, open source, DevOps, mobility, ecommerce, and custom application development
- Experience working with Fortune 1000 companies, with a track record of increasing efficiency with rapid ramp up, scalable resources and shorter implementation timelines
- Scalable, global delivery model, providing resource flexibility, security, and cost advantages
- Expertise in multiple mobile application development platforms, including iOS, Android, Windows, Blackberry, and HTML5 for mobile

## About Charter Global

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Charter Global drives innovation in IT projects and business operations by defining strategy and providing consulting, digital solutions, custom development, and skilled resources. With an established customer base of mid-size and Fortune 1000 industry leaders, our experience and proven methodologies enable our professionals to deliver industry leading solutions in cloud technologies, open source, DevOps, mobility, CRM, ecommerce, SAP, and Oracle JD Edwards platforms.

- Founded in 1994
- Headquarters in Atlanta, GA, and 3 development centers in India
- IT certifications: CMMI Level 3, PCI, MS Certified Partner, Oracle Gold Partner, and SAP Edge Partner
- A team of over 1100 professionals
- Specialize in cloud technologies, open source, DevOps, mobility, ecommerce, and custom application development
- Expertise in SAP Hana Cloud Platform, SAP Hybris, Oracle Mobile Cloud Service, and Oracle JD Edwards Established customer base of Fortune1000 industry leaders
- Vertical experience in telecom, healthcare, media /entertainment, airlines, finance, energy, retail, and hospitality
- Active database of nearly 2M consultants with 30,000 on demand
- 100+ full-time staff recruiters supportclients in the U.S. and globally