

SUCCESS STORY

Revitalizing FUSO's Dealer Service Center (DSC) Application

A Transformation Story

Company Name

FUSO

Industry

Automotive

Location

Japan

Impact

Increased User Adoption

Application

Dealer Service Center (DSC)

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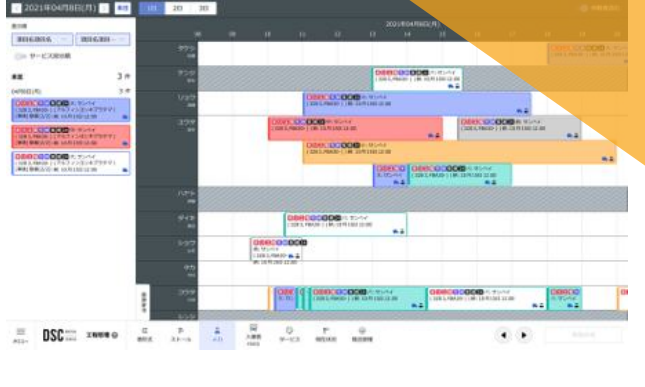
FUSO's Dealer Service Center (DSC) Application

A CASE STUDY

Transforming FUSO's service operations through DSC enhancement, seamless integration, and user-focused innovation.

Background

FUSO, a global commercial vehicle powerhouse within Daimler Trucks Asia, aimed to revolutionize its after-sales support with the Dealer Service Center (DSC) application. Serving 165 branches and managing 90,000 monthly job cards, the DSC was intended to be a central hub for efficient service operations. However, the application faced significant challenges, including poor adoption and operational inefficiencies. Cubastion provided a critical intervention, transforming the DSC application through targeted technical enhancements, seamless system integration, and dedicated Application Management Services (AMS), ultimately delivering a practical and user-centric solution.



Solutions

Recognizing the need for a comprehensive overhaul, FUSO partnered with Cubastion, a trusted IT consulting and AMS provider, to revamp the DSC application. Cubastion's solution encompassed a strategic blend of DevOps implementation, real-time DSC-FORCE integration, targeted technical enhancements, and process optimization, effectively addressing the application's core technical challenges and streamlining operations.

Change Request (CR) Implementation

- 🕒 **Code Refactoring and Performance Tuning:** Optimizing queries, memory management, and API calls significantly reduced page load times and improved system reliability.
- 🕒 **UI/UX Modernization:** A redesigned interface, featuring intuitive navigation and visual aids, was implemented using React and Redux Toolkit for responsive frontend and enhanced Java/Jersey/Hibernate backend APIs.
- 🕒 **Automated Real-Time Integration:** Replacing the legacy Denodo interface with an automated synchronization system eliminated manual data transfer between DSC and FORCE.
- 🕒 **Event-Driven Data Synchronization:** Implementing an event-driven engine reduced data latency to milliseconds, ensuring real-time data accuracy.
- 🕒 **Proactive Error Management:** Resolving persistent system errors and deploying proactive error-handling mechanisms ensured a stable and reliable platform.

AMS Solution Deployment

- 🕒 **Prioritized Ticket Management:** Implemented a P1-P4 ticketing system with real-time tracking, providing stakeholder visibility and reducing resolution times through automated workflows.
- 🕒 **Enhanced Root Cause Analysis (RCA):** Revamped RCA, implementing a documentation system for root causes and solutions, reducing repeat service requests by 40%.
- 🕒 **Proactive Real-Time Monitoring:** Deployed real-time monitoring with automated alerts to detect and address performance issues, minimizing downtime.
- 🕒 **15-Day CR Resolution Framework:** Established a 15-day resolution framework for AMS change requests, ensuring timely feature delivery and system improvements.
- 🕒 **Daily Sanity Checks:** Implemented pre-shift checks to validate core functionalities, enabling proactive issue resolution.
- 🕒 **Rigorous Deployment Processes:** Established a structured release management framework with pre-release testing to minimize production disruptions and errors.

The Impact

90% Performance Improvement

Page load speeds were drastically increased, resulting in a 90% efficiency gain and enabling 5,000 more daily transactions.

30x User Growth

The concurrent user base increased from 100 to 3,000, signifying a 30-fold growth in adoption.

7,400% Increase in Job Card Processing

Monthly job card processing surged from 1,000 to 75,000, demonstrating a massive operational efficiency improvement.

Significant Cost Reductions

Reduced manual workloads and communication redundancies optimized resource allocation.

70% Reduction in Communication Delays

Communication delays were significantly reduced, enhancing team collaboration.

Enhanced Operational Insights

Error-free reporting and real-time analytics provided managers with data-driven insights for optimization.

ABOUT CUBASTION

Cubastion helps global companies run their mission critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across platforms. Some of the world's largest companies and Indian Public Sector Undertakings trust Cubastion to deploy services to drive new levels of performance, competitiveness, and customer experience.

Over 18 years, Cubastion has built solutions that impact over 500+ million people around the globe working in different demographics across different cultures. Learn more about Cubastion at www.cubastion.com

Challenges Faced

FUSO's DSC application, a key operational tool, failed to meet expectations due to significant technical and business obstacles, jeopardizing efficiency and the platform's return on investment (ROI).

Business Challenges

● Fragmented Coordination

Communication breakdowns between service centers, dealers, and the unintegrated DSC platform created bottlenecks, slowing down vehicle maintenance and repair timelines.

● User Resistance

The DSC's complex interface and limited features resulted in low adoption, with managers and staff finding it difficult to use.

● Wasted Effort

Requiring manual data entry into both DSC and FORCE discouraged adoption, leading to significant time wastage and abandonment of the DSC application.

● Operational Delays

Manual tracking, poor communication, and delayed updates caused inefficiencies, service delays, and customer dissatisfaction.

● ROI Underperformance

Despite substantial development costs, the DSC's underutilization resulted in a poor return on investment, posing a significant concern.

Technical Challenges

● Recurring System Errors

Deep architectural flaws caused persistent crashes and error messages, severely disrupting service workflows and leading to a loss of user confidence. Specific issues included inefficient API calls with slow response times, poor database query optimization causing data retrieval delays, and inadequate system integration requiring frequent manual interventions.

● Poor UI/UX

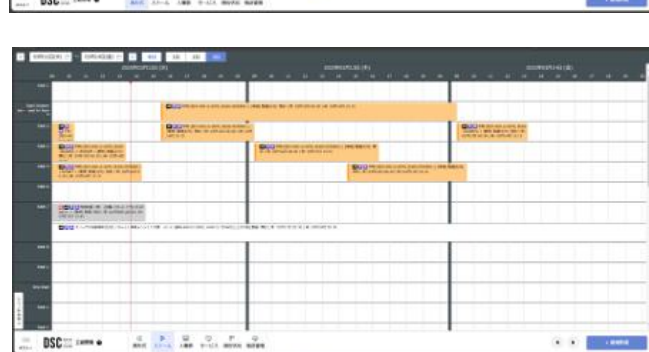
Complex navigation, performance bottlenecks, and slow loading speeds significantly hampered user efficiency and satisfaction, leading to frustration.

● Synchronization Deficiencies

The lack of real-time data synchronization between DSC and FORCE, relying on manual data exchange, resulted in delays and data inconsistencies.

● Slow Incident Resolution

Delayed change requests and service resolutions stalled future platform development and improvements.



Key Areas of Expertise Demonstrated

● Application Modernization

Revamped legacy systems with improved UI/UX, performance tuning, and code optimization.

● DevOps Implementation

Established structured DevOps practices for faster and reliable deployments.

● AMS Excellence

Delivered efficient incident management, RCA, ticket resolution, and daily sanity checks.

● Change Management

Successfully drove user re-adoption and addressed resistance through targeted training and feature enhancements.

● Communication Optimization

Reduced bureaucratic delays and improved the speed of approvals and development cycles.

● Scalable Architecture

Leveraged modern tech stack (React, Java, Azure, GraphQL) for performance and scalability.

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