

Accelerating Diagnostic Software Delivery and Enhancing Customer Experience for Auto Engineering Services Provider

Client Profile

A global leader in innovative, efficient automotive diagnostic tools, advancing next-generation vehicle technologies.



The client achieved **higher profits** and **exceptional customer service experience** with end-to-end diagnostic software modernization.

CHALLENGES



The client faced problems related to their diagnostic software.

- Difficulty in meeting high expectations of end-customers (OEMs and distributors) for new-age diagnostic software to keep pace with the evolving industry standards
- Inability to meet aggressive project timelines that caused recurring project delays
- Failed to deliver a modern user experience with poor integration of third-party diagnostic routines which hampered both usability and performance

SOLUTIONS



ITHENA deployed advanced Modernization solutions including test service cockpit and dashboard designer console for vehicles.

1

App Modernization

Supported both web and mobile (MEAN, iOS, Android) platforms for building dashboards and running diagnostic tests across devices

2

Design Thinking Approach

Utilized modern UI/UX and cutting-edge design thinking practices

3

Dynamic Framework

Featured a robust development framework with complex dynamic components like a dashboard designer console and device management

4

Modern Practices

Utilized Agile Scrum, CI/CD, and DevOps best practices to ensure high-quality software development



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BENEFITS

**20%**

Boost in
revenue

5x

Faster delivery of
diagnostic software

32%

Increase in
efficiency