24/7 Managed Support and Automation for Secure Connected Vehicle Operations

Client

Client is an American automotive and energy storage company. Based in Burlingame, California, the company designs and manufactures electric transit buses and charging systems.

Business Need

The client needed a 24/7 managed support solution to monitor infrastructure, automate testing, and ensure secure, seamless operation of its Connected Vehicle Intelligence System—a cloud-based platform used to optimize electric vehicle fleet performance and charging logistics.

Business Challenges

- High need for automation across SAP modules and internal applications.

- Continuous infrastructure monitoring and real-time alerting.

- Timely incident documentation and resolution.

- System and database vulnerability management.

Solution

- Delivered test automation for SAP and firmware apps using iHarmony Coded and TOSCA.

- Designed and implemented a custom framework for firmware testing at no cost.

- Automated 2000+ test scripts.

- Monitored system logs and alerts, taking timely actions as per SLA-defined playbooks.

- Provided ongoing support for production releases.

- Maintained incident documentation, normalized logs, and supported alert management.

- Conducted correlation analysis and offered rapid incident response.

Value Delivered

- Enabled end-to-end vulnerability and system audits.

- Performed EC2 patching and S3 backup validation.

- Automated user deactivation based on inactivity.

- Improved operational security with internal and external vulnerability scans.

- Ensured continuous uptime with 24/7 DevSecOps support.

Tools & Technologies

AWS | Splunk | DockScan | TOSCA | CloudWatch

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