

BMW AG | CCVOSSSEL GmbH

Automotive Secure Backend Systems (ASBS)



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Requirements

Our client's requirement is a comprehensive service for the operation and maintenance of the Automotive Secure Backend System (ASBS) and other high security systems on a global scale. These systems are critical to production. Therefore, there is a requirement that the support is provided within the framework of 24/7 support.

Implementation

Within 6 months, we created a team of experts who familiarised themselves with the requirements and the environment. By intensively familiarising ourselves with the respective requirements of more than 20 different applications, we managed to take over the majority within 6 months. After this transition, systems were further developed and new applications were also created in the first year. In the end, we were responsible for more than 20 applications and were able to take them over within the first year. The takeover took place on a monthly basis.

By means of an intensive knowledge transfer from the previous service provider as well as from the application manager at the customer, the relevant knowledge could be built up in a very short time.

Our service unit is in the area of 2nd level support. The support includes the high-security

infrastructure, high-availability applications (e.g. CarSharing, the

unlock code order control, the master unlock code point), but also many other interesting applications that are relevant for various vehicle systems before, during and after vehicle production. By working together with the customer, the systems could be further developed and supplemented. For this purpose, we were involved in the process of creating new services, helped to create and complete the documentation and carried out in-depth tests of the applications. This not only deepened our knowledge of the systems, it also made it possible to identify errors and weaknesses. These could then be fixed before the go-live date. In some cases, this ensured timely launches of new vehicle generations. By setting up a seamless monitoring system, problems can be detected in time, narrowed down and actively remedied.

Conclusion & outlook

Through the use of 24/7 operation and the expert knowledge of the staff, it is possible to guarantee smooth operation of the customer's systems. Response times of less than 15 minutes and seamless monitoring guarantee high availability of the systems and thus significantly fewer disruptions in the production process. This has a positive effect on the productivity of the customer as well as on the higher availability of the systems on the global market.

Proven expertise with high standards

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With our experienced Berlin based team and our high expectations, we serve numerous customers from a wide range of industries.

Our focus is on Digitalisation and IT Security as well as on individual Software Development.

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