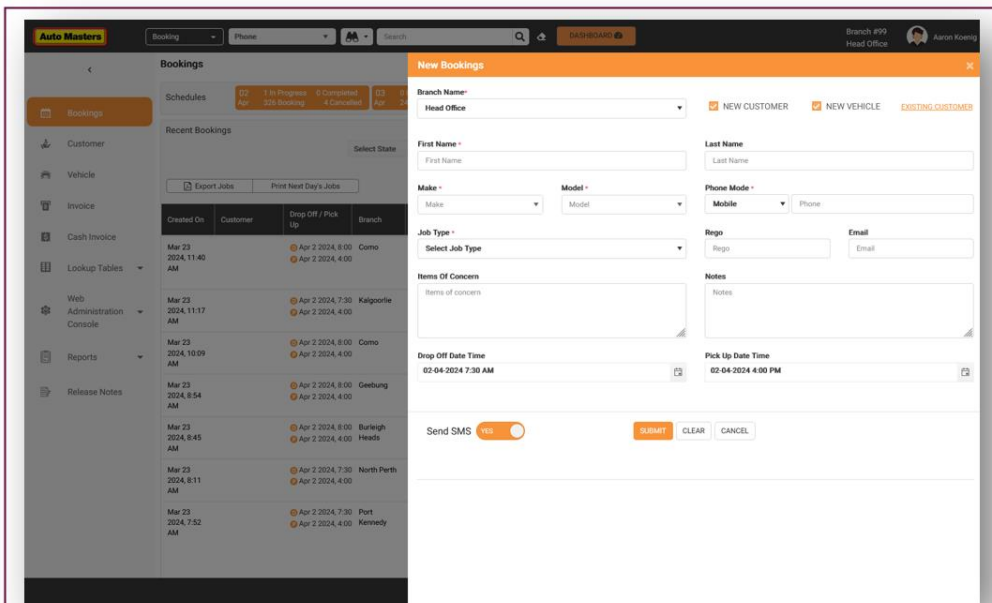


Case Study

DevOps driven software products

Optimising Franchisee
Management & Operations





Redesigned processes and application features provide a radically improved franchisee experience.



Integrated with the latest technologies to deliver a seamless customer experience

The Client

Auto Masters stands out as a premier Australian car servicing company, celebrated for its unmatched reliability and expertise in automotive maintenance.

With an extensive network of over 80 locations spanning three states, Auto Masters caters to vehicles across Australia, offering comprehensive service and support.

Renowned as a household name in the automotive industry, Auto Masters earns the trust of countless drivers nationwide by consistently delivering thorough and efficient service with every visit.

Overview

Auto Masters engaged Interfuze as their new product development partner for their extensive custom franchise and operations management solution AMWOS.

Interfuze led and managed the entire lifecycle of the full stack product. Practices included:

Long and short horizon roadmaps; fortnightly deliveries via an end-to-end DevOps pipeline; pragmatic best practices that including feature toggles; canary releases; and formal regression testing; test and training environment support and advice.

This increased both the speed and quality of bugfix and enhancement deliveries.

- ✓ Comprehensive Regression and Automated Integration Testing
- ✓ Complete DevOps Pipeline with a Weekly Release Train
- ✓ Seamless Integration with 3rd Party Software
- ✓ Continual local support for day-to-day operations



interfuze.

The Challenge

Auto Masters faced the challenge of needing user-friendly and consistent front ends coupled with fast, integrated back ends to streamline operations and reduce overhead for employees. Moreover, ensuring accuracy while swiftly processing customer interactions was paramount.

The Approach

In approaching the development of AMWOS, Interfuze adopted a comprehensive strategy that integrated DevOps principles, Agile methodologies, and Full Stack development techniques.

This approach ensured seamless collaboration between development, operations, and quality assurance teams, facilitating rapid iteration and deployment cycles.

By embracing these modern practices, Interfuze laid the foundation for a flexible and responsive system that took plans from ideation through to implementation.

The Solution

The solution involved implementing a sophisticated pipeline for continuous integration and deployment, inclusion of regression test protocols, a weekly release schedule, and leveraging automation to streamline the development process.

This allowed for the release of major integrations between AMWOS and other 3rd Party software. Popular video recording tool ServiceCAM as well as Redbook and NEVDIS databases were made accessible directly through the AMWOS interface allowing users to optimise their workflow by integrating the essential data and tools into a single platform.

The Results

As a result of these initiatives, Interfuze achieved a weekly release train, allowing for swift implementation of new features and improvements.

This streamlined approach not only enhanced efficiency but also facilitated more responsive support, ultimately leading to higher satisfaction levels among both workshop employees and management.

The new integrations have also significantly enhanced data quality for Auto Masters, empowering them to generate more accurate reports and make informed decisions that align with current business objectives and future growth strategies.

"Interfuze are assisting us with taking our internal software to a new level. Through thorough investigation of how the system is used, we are able to produce enhancements and upgrades providing tangible differences to our end users. A professional can do attitude with the customer's requirements at the fore front makes them an integral part of our constantly evolving software requirements."



Tim Herron
WA Operations
Manager

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Think we can help solve your problem?

Reach out to Interfuze on

08 6270 2488 or hello@interfuze.com.au

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