# Lux:oft

think. create. accelerate.

# Luxoft Overview for

### What we do

# Luxoft is a global consulting partner for end-to-end digital solutions that drive business change

#### **Our value proposition:**

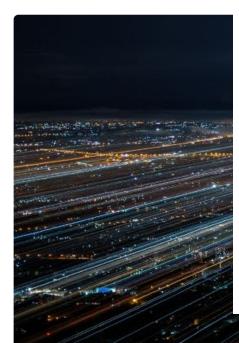
- Solving complex business challenges at a global scale.
- Enabling business transformation.
- Driving operational efficiency.

#### **Our differentiators:**

- Deep domain expertise combined with engineering excellence.
- Bespoke attention to your needs, with global scale capabilities.
- Two decades of consistent, on-time delivery and management of complex projects.



### Luxoft at a Glance





12,900+ Employees Worldwide



280+ Active Clients, FY18 >50% from Fortune 500

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907M Revenue FY2018



~23% 4-Year Top-Line CAGR



**Publicly listed** on the New York Stock Exchange



Balancing cost and other factors



 $\mathbf{X}$ 

Flexible and efficient engagement model

Best use of resources



Easily scalable

Low on-site ratio

### Luxoft Growing Global Footprint



#### Americas

USA: New York, Rochelle Park, Detroit, Seattle, Los Angeles, Minneapolis Mexico: Guadalajara Canada: Toronto

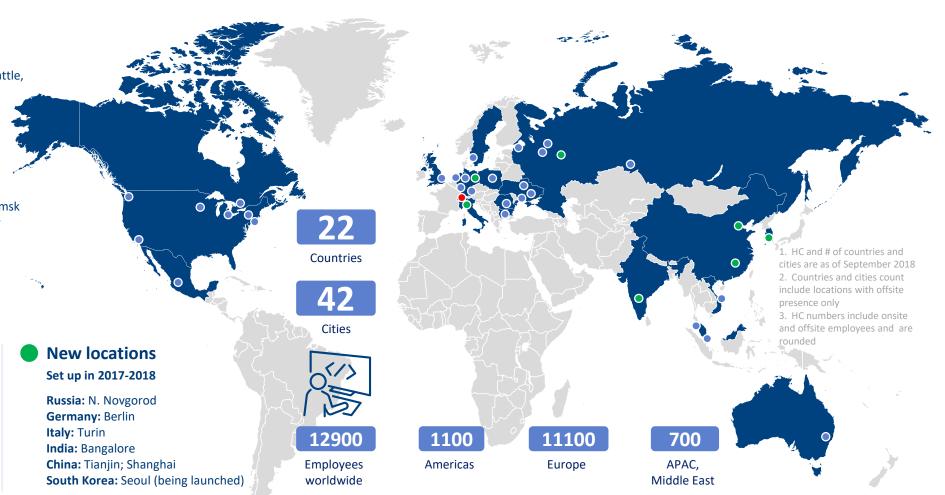
#### Europe

#### • Switzerland: Zug (HQ)

Ukraine: Kiev, Dnipro, Odessa Russia: Moscow, St. Petersburg, Dubna, Omsk Poland: Krakow, Wroclaw, Tricity, Warsaw Romania: Bucharest Bulgaria: Sofia Germany: Frankfurt, Munich, Stuttgart (Boeblingen, Leinfelden-Echterdingen), Braunschweig Netherlands: Eindhoven UK: London, Welwyn Garden City Sweden: Gothenburg Cyprus: Nicosia Luxembourg: Strassen

#### APAC

Singapore: Singapore Vietnam: Ho Chi Minh City Australia: Sydney Malaysia: Penang



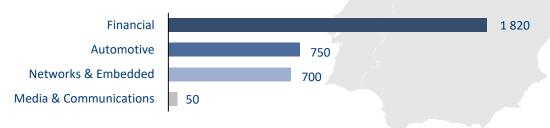
# Luxoft Nearshore Locations for

### Luxoft Central Europe



- Nearshore Europe
- Experienced IT talent with strong engineering background and aptitude for complex processes
- Strong math & computer science education
- Geopolitical & macroeconomic stability, developed • infrastructure, safe & secure environment, high quality of life
- Attractive cost vs onshore locations
- Attractive for relocation from Eastern European countries •
- Popular for ITO / BPO captive centers

#### **Key Client's Headcount**







www.luxoft.com

Bulgaria

3800

Total HC

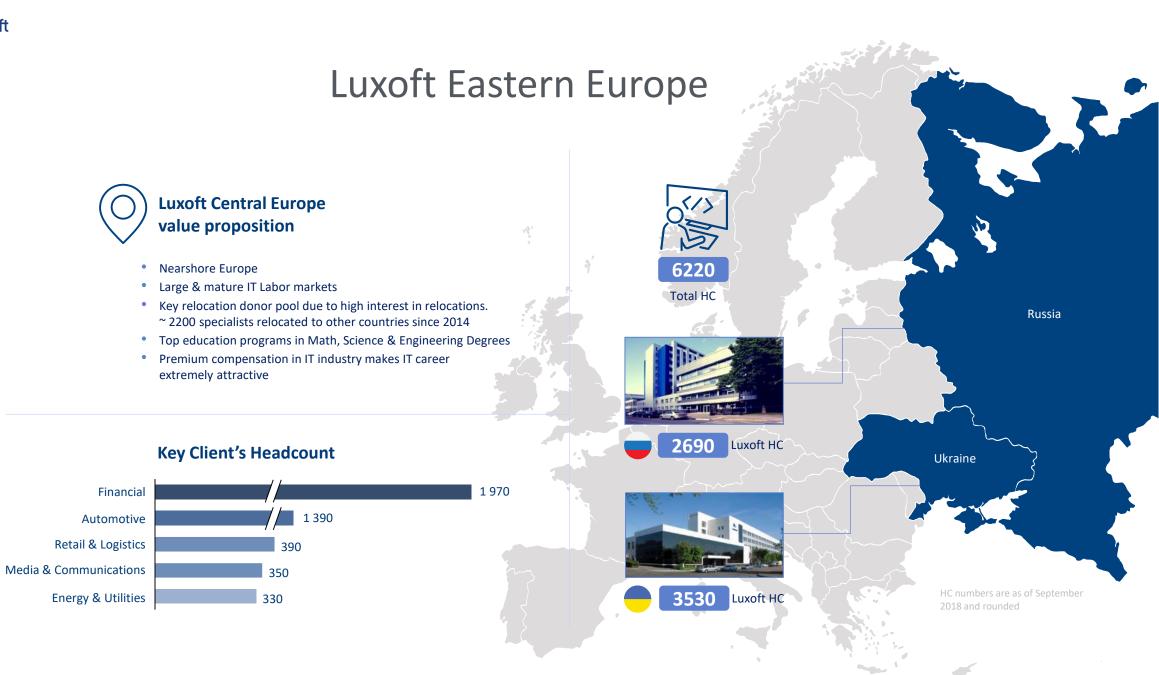
### Poland: Location Key Facts





## Romania: Location Key Facts

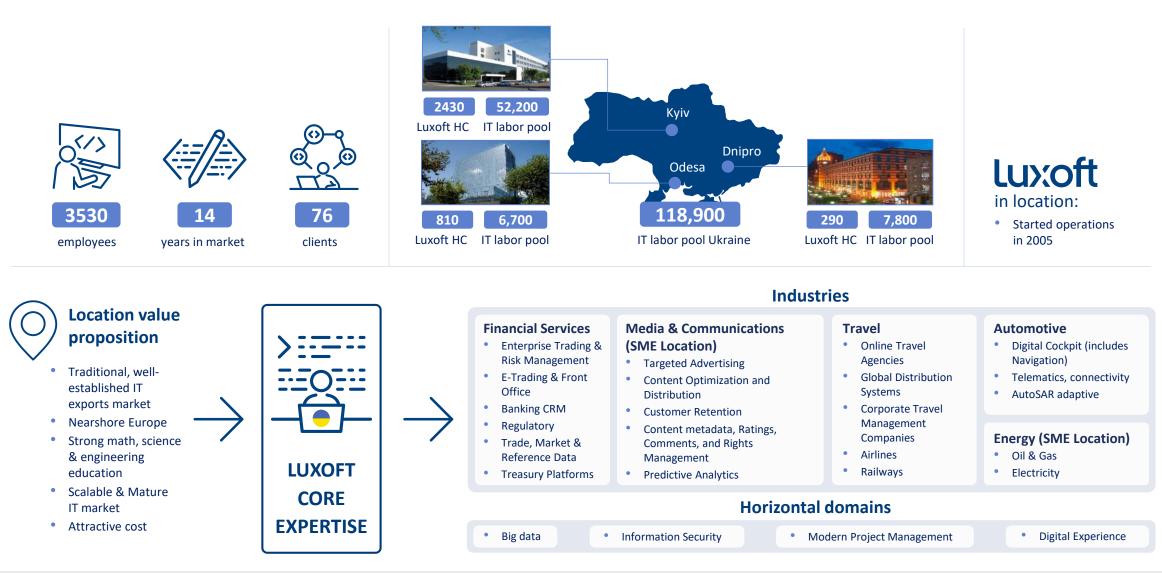








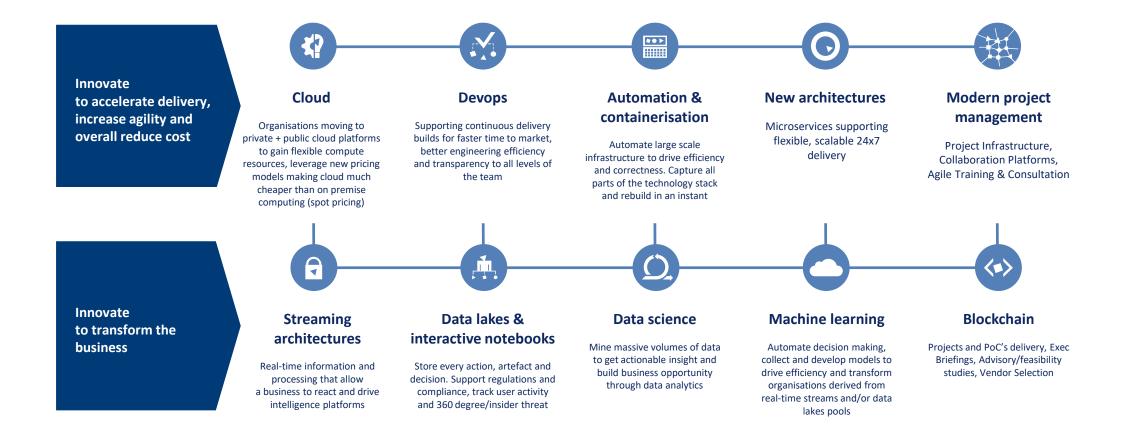
# Ukraine: Location Key Facts



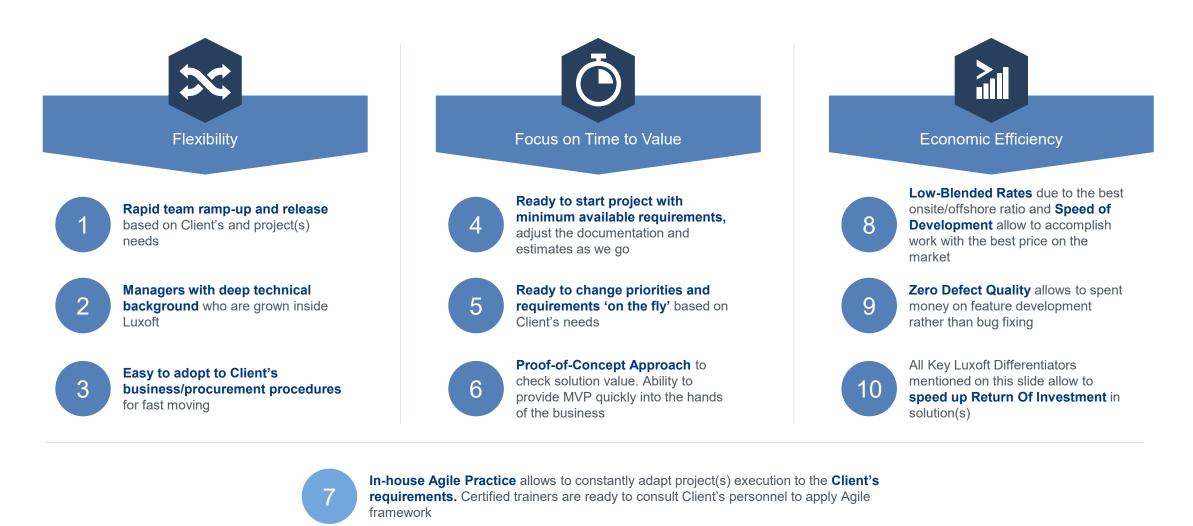
# Services and Differentiators

## **Core Horizontal Offerings**

Combine all these building blocks to unlock true innovations

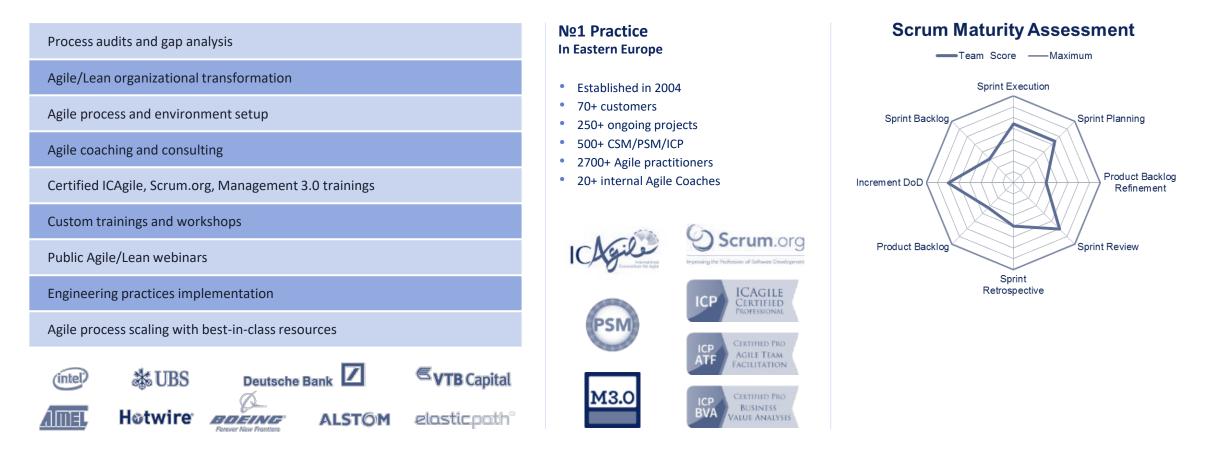


## 10 Key Luxoft's Differentiators



### Agile Expertise

Luxoft is a prominent Agile practitioner and a renowned for its software engineering skills and quality. We successfully implement Agile principles in our everyday work and have an established Agile CoE to drive corporate Agile/Lean initiatives ranging from facilitation of Scrum/Kanban practices setup to the development of process transformation strategy. We are accredited to train and certify both internal and external professional to the reputable industry standards.



### **Digital Accolades**

Regularly awarded and recognized by 3<sup>rd</sup> party institutions

Amazon Web Services Recently named one of **six IT and consulting services companies** to make its blockchain advisory and development services available to AWS users



# **Operating Models**

# **Operating Models**

Tea	m extension		
Pros:	Cons:	P	ros:
<ul> <li>People with skills on dem</li> <li>Full manager</li> </ul>	are on Client side		Project ex by full-gro a dedicate
Client's side	(total cost of ownership)		Low onsit Mature Lu adjustme
Luxoft Responsibility	Managed resourcing		Luxoft Responsibilit
Luxoft SLA's	<ul><li>Recruitment timelines</li><li>Staff warranties</li></ul>		Luxoft SLA'
Client Responsibility	<ul> <li>Project scope, estimations and planning</li> <li>Project management</li> <li>Quality management</li> </ul>		Shared Responsibilit
Communication	<ul> <li>Regular review of team status by Luxoft and Client</li> <li>Access to business stakeholders is optional</li> <li>New tasks are assigned to Luxoft team directly by Client's manager</li> </ul>		Communicati
Luxoft Reporting	<ul> <li>Onboarding status</li> <li>Timesheets</li> <li>Nearest deliverables</li> </ul>		Luxoft Reporting
Pricing Model	Time and materials		Pricing Mod

Managed delivery Managed serv					ged servic
	Cons:		Pros:		
Project executed·Delivery risks are shared b/wby full-grow project team with a dedicated PM (0.5-1FTE)are shared b/w Client and LuxoftLow onsite presenceand LuxoftMature Luxoft processes, adjustment to Client processesare shared b/w Client and Luxoft		are shared b/w Client	<ul> <li>Full service in particular business domain</li> <li>Low onsite presence</li> <li>All delivery and support risks are on Luxoft side</li> <li>Low long-term TCO</li> </ul>		
Luxoft esponsibility	<ul> <li>Recruitment timelines</li> <li>Staff warranties</li> <li>Attrition</li> <li>Project delivery</li> <li>Project scope, estimations, planning</li> <li>Project &amp; Quality management</li> <li>Regular scope, risks, delivery status review by Luxoft and Client</li> <li>Access to business stakeholders is</li> </ul>		Luxoft Re	esponsibility	<ul> <li>Managed pr</li> <li>Managed sc</li> <li>Managed re</li> </ul>
.uxoft SLA's			Luxo	ft SLA's	<ul> <li>Delivery tim</li> <li>Delivery qua</li> <li>Delivery per</li> <li>Support qua</li> </ul>
Shared esponsibility			Client's Re	esponsibility	<ul> <li>Provide bus</li> <li>Accept resu</li> </ul>
mmunication			Comm	unication	<ul> <li>Regular scop by Luxoft ar</li> <li>Direct acces required</li> </ul>

#### ed services

ular business •

Need efforts at the beginning to provide clear vision and agree on the scope

Cons:

Luxoft Responsibility	<ul> <li>Managed product and service delivery</li> <li>Managed software development</li> <li>Managed resourcing</li> </ul>
Luxoft SLA's	<ul> <li>Delivery timelines</li> <li>Delivery quality</li> <li>Delivery performance</li> <li>Support quality</li> </ul>
Client's Responsibility	<ul><li>Provide business vision</li><li>Accept results</li></ul>
Communication	<ul> <li>Regular scope, risks, delivery status review by Luxoft and Client</li> <li>Direct access to business stakeholders is required</li> <li>Scope changes requests are coordinated by Luxoft PM</li> </ul>
Luxoft Reporting	<ul><li>Deliverables</li><li>Project milestones &amp; risks</li></ul>
Pricing Model	<ul><li>Fixed price fixed scope</li><li>Risk and reward</li></ul>

Build-operate-transfer Building a fully functional team – Operating efficiently – Becoming a part of Client's team

• Fixed price for unit work/per team

Timesheets / Deliverables Project schedule status

Project milestones & risks

by Luxoft PM

• Time and materials

•

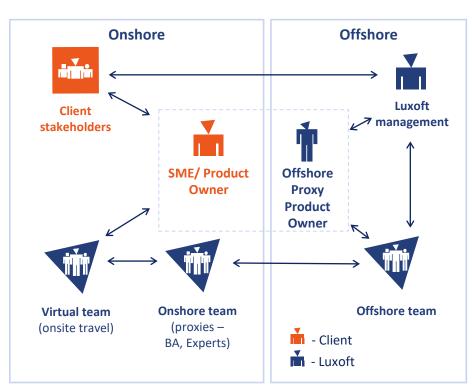
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### Onshore and Offshore Services: Luxoft Gives You More

#### **Onshore Delivery**

- Business and stakeholder relationship management
- Project governance and prioritisation
- System architecture and strategy
- Project planning
- Dependency and risk management
- Business requirement discovery and elicitation
- Functional requirements
- Technical requirements
- Infrastructure and resource procurement
- User Acceptance Testing
- Deployment





#### Methodologies

- Agile: Scrum, Kanban, Lean
- Waterfall methodology
- RUP, MSF
- Client proprietary methodology
- Extreme Programming (XP)

#### **Engagement Models**

- Staff Augmentation
- Managed Capacity
- Book of Work
- Platform Management

#### **Offshore Delivery**

- Highly skilled resources, with strong STEM education
- Cost efficient
- Responsibility for product quality
- End-to-end functionality delivery
- Regular artefact delivery
- Team level project management and quality assurance
- Automated testing, continuous integration, build aligned to the client's requirements backlog
- System Integration Testing
- Deployment preparation

 $\checkmark$ 

### Key focus: development, testing and integration



### Digital merchandising and customer engagement analytics Big Data, IoT, Cloud

#### Summary

Luxoft works with a leading consumer electronics firm to manage the digital ecosystem of products and devices in the company's 100+ retail stores around the world.

#### **Business** goal

Create an engaging and memorable retail experience in order to bring more customers to their brick and mortar stores and increase sales to combat the growing popularity of internet shopping.

#### Solution

- Developed an interactive in-store application suite that gathers real-time customer data and displays relevant products for customer based on customer behavior with the display
- Created a dashboard to monitor both customer behavior analytics over time across all 5000+ in-store displays
- Made this a cloud-based suite, so client can configure devices, push demos and promotion offers from any centralized location to every store
- The suite quickly adapts to new products, services and brands with immersive content.

#### Results

- Creates a unique and immersive personal experience for the customer that is tailored to their needs, helping the customer explore what they want to see in order to increase the chances of purchase
- Allows client to manage all displays at once from one location in order to save time and reduce costs
- Can guickly promote any product/service/brand, so customer can always find info on what they're looking for, boosts customer satisfaction





**IT** Automation

#### Remote deployment Real-time ticket support

#### Technology

Microsoft Azure, Microsoft Power BI, Azure Data Lake, Azure Stream Analytics



# Hyper Contextual Digital Signage

IoT, Big Data, Cloud, Mobile

#### **Business** goal

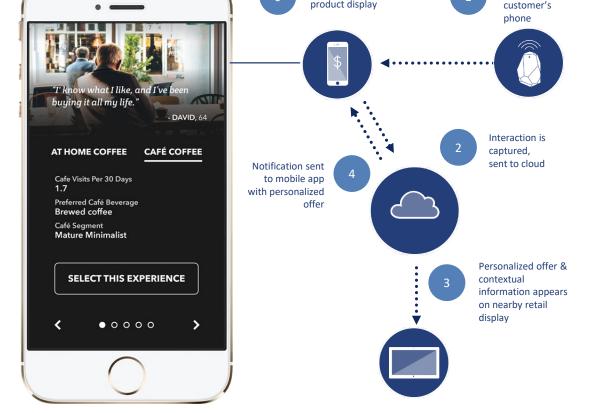
A leader in consumer packaged goods challenged Luxoft to deliver a more personalized shopping experience to drive increased sales at more than 100 premium grocery store locations across the US

#### Solution

- Created customized in-store displays that surface personalized offers to consumers in the aisle based on purchase patterns and preferences.
- Solution strengthens brand through "meet the producer" videos and extended product • information
- Pushes notifications on sales and other promotions aligned with consumer habits and preferences to a branded mobile application.

#### Results

- Developed a working solution in 2 months
- Solution creates tighter customer connection to the brand
- More relevant/attractive point of purchase vs buying online
- Display interactions measurable for future optimization



Customer enters a retail

product display

store, proceeds to in-aisle

#### Technology

Hardware: beacons Software: Microsoft Azure, iOS Retail beacon

detects

# Customer Interaction Retail Analytics

#### **Business goal**

A major American eyewear retailer was seeking a non intrusive method to determine how customers interact with their products and how product placement or advertisements impact customer movement within the store and it's vicinity.

#### Luxoft delivered solution

- Luxoft developed a solution that effectively collects, processes, and visualizes the required IOT telemetry data into a cloud-based data processing platform
- Using multiple 'smart devices' with cameras located in the store displays. These
  cameras perform basic facial recognition and send the images to a local gateway
  which uses a localized micro-service to refine and package the face images from
  all the cameras and send the data to the cloud
- Cloud based cognitive services are used to match the individual faces and determine characteristics such as gender, age, emotion etc.
- Further micro-batch based processing of the captured data is performed to provide analytics of the customer movement between cameras and with different products

#### Results

- Gained a greater understanding of retail purchasing behaviors in the stores in order to better serve their customers
- Valuable near real-time and retrospective insight is brought to the in-store team and back office functions

#### Technology

Commodity hardware (Raspberry), OpenCV library, AWS IoT/Greengrass, AWS Rekognition, Tableau and Looker for BI and Big Data Analytics



# **Retail Store Inspection Automation**

#### Data Science, Machine Learning, Prototype

#### **Business goal**

One of the largest food retailers in Russia challenges Luxoft to employ new technology to automate the process of visual inspection of planograms – placement of products on the store shelves.

#### Challenge

Retail companies usually operate with thousands of different stock keeping units (SKU) with most of them constantly changing. Manual labour inspections were delivering too much overhead and provided limited ability to verify and report current product range on the shelves. Another important item is the detection of unscrupulous merchandisers and potential fraud.

#### Solution

- Luxoft developed a platform that combined state-of-the-art computer vision and AI (Deep Leaning and Neural networks) technologies:
- Application for hand-held devices to make shelf pictures (realograms) that are processed and compared to current planograms. express analysis of image quality.
- Cloud-based DNN-solution responsible for image recognition, processing and matching according to the product catalogue of SKUs.
- Web-application for administrators for product database and planograms management, reporting function.
- Training the recognition algorithm model with over 4,000 products

#### Technologies

TensorFlow, CAFFE, Deep Neural Network





# Robot Concierge Software Engineering

#### Robotics, IoT, AI, Analytics

#### **Business goal**

A Robotic engineering and design company was looking for a software development partner to turn their Pepper robots into a cloud connected lobby receptionists.

#### **Solution**

Luxoft provided the client with a reputable service mix of software engineering expertise, cloud experience, and modern agile practices. In just 3 months Luxoft created a market version prototype which can interact with customers and answer their questions regarding a business (for example, a price for product or service) as well as provide more generic outer world information (i.e. where is the nearest Starbucks, where I can make a copy of my paper).

#### Results

- The Pepper robots are used as an effective replacement for lobby/conference receptionist
- Pepper can also entertain and accompany person through business facilities. It can be interacted with using voice or via their garment touch screen



pepper

# Fleet Telematics For Public Transit

#### Big Data, Cloud, IoT, Digital Experience

#### **Business goal**

A U.K.-based fleet management company challenged Luxoft to develop a system that would help them monitor real-time mechanical performance of fleet vehicles as well as predict individual vehicle maintenance needs.

#### Solution

- Designed a system with a single web dashboard for monitoring performance from hybrid diesel engines, producing over 4,000 notifications every 4 seconds across thousands of buses nationwide.
- Monitors everything from vehicle speed, to engine health, to fuel cell level diagnostics.
- Delivers real-time driver/fleet dispatch alerts when routine maintenance is required to avoid expensive repairs later.

#### Results

- Significantly reduced fleet downtime and operations costs.
- Reduces operational costs by anticipating maintenance needs before breakdowns in the field, monitoring emissions in real time, and optimizes fleet logistics.
- Boosted compliance reducing pollution and risk of fines resulting from government mandated emission inspections.

#### Technology

Amazon AWS, Amazon Kinesis, AWS IoT Platform, EC2, DynamoDB



# **Connected Airline Club Lounges**

IoT, Big Data, Cloud, Mobile

#### **Business Goal**

A global airline challenged Luxoft with providing them with a real-time system for monitoring capacity in its lounges at airports nationwide. Through the system, the airline wanted to optimize customer experience in the lounges, reduce overcrowding and offer amenities to non-member customers when capacity allows.

#### **Luxoft Solution**

- Real time motion tracking of visitors based on a Microsoft Kinect planted at the entrance to an airline lounge
- Persisted to an Azure IoT backend platform and made the data available for analytics and utilization insights
- Decision support tool publishing data in order to compare occupancy to capacity in realtime on both mobile and desktop layouts

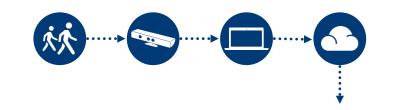
#### Results

- Demonstrated 90 percent accuracy in determining capacity of lounges at any given time
- Airline can now address overcrowding issues and better manage food and lounge amenities in order to reduce waste and cost
- In the future, may leverage historical analysis, demand forecasting via machine learning, responsive pricing modules

#### **Technologies**

Hardware: Microsoft Xbox Kinect, Surface Pro 4 with LTE Software: Microsoft Azure IoT Suite, Power BI, DocumentDB, D3.js

#### Fast to market: Developed and deployed solution in 6 weeks





# Scalable Cloud-based Media Platform

#### Big Data, Cloud, Digital Experience



#### Summary

The project is a social engagement widget for media websites hosting live events. It enhances the user experience with immersive real-time personalization, while providing valuable event statistics.

#### **Business goal**

A social media client wanted an interactive social widget to support large TV events. Traffic patterns are highly volatile with casual usage spikes. Statistical data gathered during events is mission critical for advertising and billing. This required a flexible, adaptive and reliable platform.

#### **Solution**

- Single-page web application with the core functionality implemented on a Front End (JavaScript, PhP, Node.js)
- Robust horizontal auto-scaling infrastructure
- Real-time and distributed data processing of the statistics
- Infrastructure and code deployments fully automated via Chef, Capistrano
- Visualization of monitoring and application metrics provided with Graphite & Grafana
- Local development environment automated with Vagrant

#### Results

- Customized content adjusted in real-time based on UI interactions, community behavior, and social trends
- AWS backed architecture
- Run up to 50 live events concurrently
- 5M concurrent active connections, rapid surge capability
- Won 'Best New Marketing and Social Engagement Initiative' award

### Smart Space Enablement Big Data, IoT, Cloud

#### **Business goal**

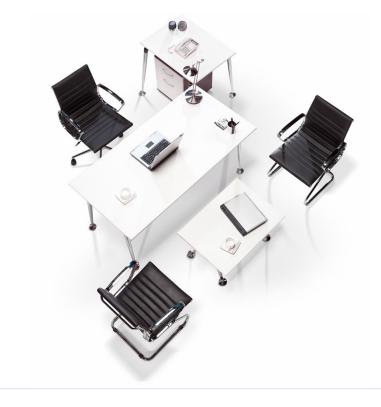
This global leader in office furniture design and manufacturing was looking for ways to build a modern, flexible data management and processing platform to support their quickly growing portfolio of connected products and services across their business.

#### **Solution**

- Design of end-to-end data refinery to manage capture, storage, publish transactional and master into a conformed reporting "mart"
- Implementation of an elastic storage/compute enterprise data lake
- Implemented data science Hadoop clusters that can be elastically scaled
- Produced Power BI dashboards and notebooks for data exploration
- Image and sensor telemetry correlation for space utilization/optimization
- Implemented tokenization/encryption mechanism for PII data
- Automated metadata repository for management and reporting
- Scheduling and integration components for data quality processing

#### Results

- Established a scalable, elastic data management and processing platform to support current and future smart space data sources
- Establish a secure, easily extensible multi-tenant environment to service their internal and customer data and analytics needs.



**Technology** Microsoft Azure, HDInsight, DocumentDB, Apache Zeppelin, PowerBI

# Ai Solution For Automatic Labeling

#### Data Science, Machine Learning

#### Summary

Luxoft developed a solution for automated video and point-cloud (from LIDAR) data annotation to the large multinational automotive supplier.

#### **Business goal**

Algorithm development for automotive industry requires a lot of data for testing. These data must be labelled, i.e. objects of interest must be marked and named. Annotated data, so called ground truth is very important for testing of active safety solutions. These labels are used to build test scenarios and cases (for example: pedestrian is crossing the road). In most cases annotation is performed manually which is time and resource consuming and ineffective.

#### Solution

- Develop a working prototype to demonstrate capabilities of modern Deep Learning approaches to annotate automotive videos automatically
- Design and deliver a User Interface that reflects several windows for scene management:
- Point-cloud (rotate, zoom, shift)
- Video layers (source, bounding boxes, segmentation)
- Timeline (scenes and objects timeline visualization)

#### Result

Luxoft's application of deep learning technologies allowed the client to reduce 95% of manual labelling effort.



#### **Technologies**

Al: TensorFlow, CAFFE, CUDA, Deep Neural Network UI: HTML5, JavaScript, CSS3, Angular2, Canvas, RxJS, ReactJS, WebGL

# Deep Learning Neural Networks For Adas

#### Data Science, Machine Learning

#### **Business goal**

Emerging compute technologies enable real time vision data processing on small footprint automotive solution. Luxoft offers comprehensive ADAS solution including DNN based pedestrians tracking.

#### Challenge

Highly versatile driving environment posses a huge challenge for pedestrians tracking and is a part of life-critical application.

#### Solution

- Luxoft develops fast algorithms for pedestrian detection:
- Stage 1 use a simple and very fast filter to detect potential candidates for pedestrians.
- Stage 2 classify candidates with help of deep neural networks to detect pedestrians.
- ADAS adjusted real-time, full scale Deep Learning Network based on CAFFE environment crafted with OpenCL optimization, with advanced pre- and post-video processing through Histogram Oriented Gradients method and Motion Flow allowing high-speed high reliability data output.

#### Technologies

Automotive grade OS: Linux, QNX, etc. | OpenCL | Caffe, DNN



# Luxoft Transition Experience

### Luxoft Transition Experience | Overview





# Proven transition methodology & successful track record

- Proven methodology and successful track record of transitions based on 18 years of experience working across a wide range of industries with large Fortune 500 clients, such as; Boeing, UBS, Getty Images, and Deutsche Bank, which consisted of over hundreds of transferred projects with team sizes ranging from 10 to 250 engineers.
- Luxoft has developed a robust transition methodology and governance model that addresses the transition of the services as it relates to largescale product engineering programs. This will be leveraged to transfer Application Development and/or Application Support services from incumbent vendors to Luxoft.



#### **Best practices & risk management**

- Transition Management Office will be created and a Transition Project Manager will be appointed to run the program.
- Transition plan will be prepared and adjusted based on the Client's requirements.
- All project phases, milestones, deliverables and SLA/KPI will be put in place.
- Transition closure will be based on defined Success Criteria.
- Supporting evidence of Luxoft's delivery capability using demo sessions will be provided.

- If no SMEs and/or documentation available the following approaches will be applied:
  - "Up-to-down": from business processes analysis to system functionality.
  - "Bottom-up": from source code analysis to system components launching.
  - If incumbent vendor is non-cooperative:
  - Start 'stealth mode' (hidden from current vendor activity).
  - Access to the code/materials with one account shared between project team or account that is in use by client's representative.

### Key Drivers to Transition



#### **Business**

- Long Time-to-Market cycle
- Poor product quality
- Unsatisfied users and stakeholders
- High total cost of ownership



#### Technical

- Non-scalable architecture
- Code complexity
- System performance issues
- Duplicated code
- Significant technical debt



#### Process

- Passiveness of current vendor and lack of initiative in making decisions
- Non-transparent delivery process
- Low efficiency of CI/CD and QA process
- Milestones are regularly not met



- Agile delivery framework
- Service delivery model based on partner's accountability and transparent SLAs
- Optimized onshore/nearshore/offshore delivery team ratio

- Incremental practical improvements using up-to-date technologies and processes
- Decommission obsolete platforms and technology
- Mature process to avoid new duplicates and ensure efficient system architecture

- Strong Executive Commitment to make our partnership a success
- Senior, hands-on Account and Delivery Management team
- Mature delivery processes and metrics
- Quality Center support

Luxoft

Response

Client's

Challenges



think. create. accelerate.

# Thank you!