

SUCCESS STORY

TCO Calculator

Modernizing and Stabilizing FUSO's
EV Total Cost of Ownership Platform
Through Continuous Innovation and
Operational Excellence

Company Name

FUSO

Industry

Automotive

Location

Japan

Impact

**Improved platform reliability,
scalability, and dealership adoption**

Application

TCO Calculator

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A CASE STUDY

Transforming the TCO Calculator into a Trusted
EV Sales Enablement Platform for Data-Driven
Dealership Decisions

Background

FUSO developed the TCO Calculator as a strategic sales enablement platform to help dealership teams demonstrate the long-term cost benefits of eCanter electric vehicles compared to diesel alternatives. The platform supports data-driven customer discussions by analyzing ownership costs across fuel, maintenance, taxation, subsidies, and vehicle lifecycle factors.

As the platform evolved, operational challenges, data maintenance issues, and system reliability concerns began impacting user confidence, creating a need for platform stabilization, optimization, and long-term operational governance.



Problem Statement

FUSO required the TCO Calculator to operate as a reliable, accurate, and scalable sales enablement platform capable of supporting dealership teams during customer engagements. The challenge was to restore platform stability, improve data accuracy, optimize cloud operations, strengthen governance processes, and establish a sustainable support framework to ensure long-term business value and user adoption.

Solutions

Cubastion took ownership of the TCO Calculator as the primary technology and AMS partner - conducting a full stabilization and audit on handover, followed by structured enhancement cycles and a long-term AMS framework - operating on the platform's existing Azure stack (React JS frontend, .NET Core backend, Azure SQL, Azure Key Vault, Azure Front Door, and Azure App Insights).

- ⑤ **Platform Stabilization and Reliability Improvement:** Cubastion conducted a comprehensive platform assessment, resolved inherited issues, established a stable operational baseline, and improved overall system reliability to restore business confidence.
- ⑤ **Data Accuracy and Business Rule Governance:** Structured processes were implemented to manage fuel prices, electricity rates, subsidies, vehicle specifications, and regulatory parameters, ensuring accurate and up-to-date cost simulations.
- ⑤ **User Experience and Sales Enablement Enhancement:** The platform experience was refined through improvements to simulation workflows, reporting capabilities, administration functions, and overall usability, enabling more effective customer-facing sales discussions.
- ⑤ **Cloud Infrastructure Optimization and Scalability:** Azure resources were optimized and restructured to improve operational efficiency, reduce infrastructure costs, and support future growth without proportional increases in spending.
- ⑤ **Operational Governance and Change Management:** A structured framework for incident management, change requests, prioritization, testing, deployment, and communication was established to improve transparency and responsiveness.
- ⑤ **Enterprise AMS and Continuous Improvement:** A proactive support model was introduced encompassing monitoring, SLA governance, preventive maintenance, root cause analysis, and continuous platform enhancement.

Business Outcomes

Infrastructure Cost Optimization

25% Reduction in Azure infrastructure TCO through resource optimization and architectural improvements.

Platform Scalability Enhancement

3x Increase in platform scalability without proportional growth in infrastructure costs.

Storage Cost Optimization

35% Reduction in storage costs through lifecycle management and optimized cloud storage strategies.

AMS Efficiency Improvement

30% Reduction in annual maintenance effort through proactive monitoring and structured support processes.

Reduced Manual Support Dependency

80% Reduction in manual intervention required for upload failures and recurring operational issues.

Data Accuracy and Platform Reliability

24x7 Continuous monitoring and governance ensuring accurate cost calculations and uninterrupted platform availability.

The Impact

Accelerated EV Transition Initiatives

- ⑤ Strengthened FUSO's ability to promote electric vehicle adoption by equipping dealerships with a trusted and data-driven sales enablement platform.

Improved Customer Engagement at the Point of Sale

- ⑤ Enabled dealership teams to conduct more informed and credible ownership cost discussions, enhancing customer confidence during vehicle evaluation and purchasing decisions.

Increased Organizational Confidence in Digital Sales Tools

- ⑤ Demonstrated the value of digital decision-support platforms by transforming a previously underutilized application into a trusted business asset.

ABOUT CUBASTION

Cubastion helps global companies run their mission critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across platforms. Some of the world's largest companies and Indian Public Sector Undertakings trust Cubastion to deploy services to drive new levels of performance, competitiveness, and customer experience.

Over 19 years, Cubastion has built solutions that impact over 500+ million people around the globe working in different demographics across different cultures. Learn more about Cubastion at www.cubastion.com

Challenges Faced

Business Challenges

• Loss of Dealer Confidence and Platform Adoption

Persistent performance issues, system instability, and unresolved incidents reduced dealership trust in the platform, limiting its effectiveness during customer sales interactions.

• Inaccurate and Outdated Cost Data

The platform relied on frequently changing fuel prices, electricity rates, subsidies, and taxation parameters, creating challenges in maintaining accurate and reliable TCO calculations.

• Limited Governance of Business Changes

The absence of a structured process for managing pricing updates, regulatory changes, and enhancement requests delayed business responsiveness and platform evolution.

• Operational Inefficiencies and Support Gaps

Lack of SLA-driven support, transparent communication, and incident governance created uncertainty around issue resolution and platform reliability.

• Scalability and Cost Management Concerns

The platform needed to support future growth in dealership usage while controlling infrastructure costs and maintaining performance.

Technical Challenges

• Legacy Application Stabilization

Taking ownership of a legacy application with unresolved incidents, limited documentation, and accumulated technical debt required a comprehensive audit and remediation effort.

• Performance and Reliability Constraints

Application instability, upload failures, and inconsistent performance negatively impacted user experience and operational efficiency.

• Data Accuracy and Maintenance Complexity

Maintaining accurate cost models required robust processes for updating and validating multiple external data points impacting TCO calculations.

• Cloud Infrastructure Optimization

The Azure environment required resource optimization and governance improvements to balance performance, scalability, and cost efficiency.

• Monitoring and Operational Readiness

The platform lacked proactive monitoring, structured incident management, and preventive maintenance capabilities necessary for enterprise-scale operations.

Key Areas of Expertise Demonstrated

• Enterprise Application Takeover and Stabilization

Successfully inheriting and stabilizing business-critical applications while restoring operational confidence and platform reliability.

• EV Sales Enablement Platforms

Supporting automotive sales organizations through accurate, data-driven decision support tools that improve customer engagement and business outcomes.

• Business Rule and Data Governance

Managing dynamic business parameters, regulatory factors, and operational data to ensure platform accuracy and business relevance.

• Cloud Optimization and Scalability Engineering

Designing cost-efficient cloud environments that balance performance, scalability, and operational sustainability.

• Operational Governance and Service Excellence

Implementing structured support, change management, monitoring, and governance processes to improve service quality and transparency.

• Long-Term Platform Evolution and Continuous Improvement

Driving ongoing enhancement and platform maturity through proactive management, stakeholder collaboration, and continuous optimization.

Future-Ready Platform for Business Expansion

- ⑤ Established a scalable foundation capable of supporting evolving vehicle technologies, changing regulatory requirements, and future business growth.

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