



## Domestic & General deliver a new IBM WebSphere Application Server Environment at speed using RapidDeploy™ for Application Deployment

*“RapidDeploy™ enabled us to automate the migration of our existing WebSphere applications to our new Solaris environment, saving us considerable time in terms of set-up and ongoing application management.”*

Robert O'Connor, Technical Support Manager, Domestic & General





## Customer: Domestic & General

**Industry:** Insurance

**Deployment Country:** United Kingdom

**Solution:** Automated deployment, release management

### Overview:

Domestic & General, the specialist warranty services business, has a proud heritage dating back almost 100 years. Domestic & General provides warranty services for UK and international clients and comprehensive product protection for more than nine million customers.

### Business need:

Domestic & General had modeled a new WebSphere Application Server architecture that would support the migration of their web applications from an IBM iSeries platform to a new Sun Solaris based environment with a number of machines in both London and Amsterdam. The new environment had been designed with scalability and extensibility in mind as a growing number of requests from the business was driving a steep increase in the volume and size of applications.





A number of problem areas had been identified around the management of the existing applications: maintenance was a manual and labor-intensive task as was code release - a process that was also leading to inconsistencies between environments and consequently production issues and unscheduled downtime. Domestic and General lacked the ability to provide a concise audit trail of code and configuration changes and were finding it increasingly challenging to react to the demands of their business.

### Solution:

Seeing that a deployment automation tool would address the issues identified as well as accelerate the delivery of the new environment and reduce ongoing workload, Domestic and General undertook a detailed vendor evaluation and cost-benefit analysis, and as a result decided to implement MidVision's RapidDeploy™ technology to automate the migration and ongoing release deployment of over one hundred IBM WebSphere Application Server applications to their new Solaris environment.

### Benefits:

Using RapidDeploy™ for application deployment automation saves considerable time from manually scripting deployment routines both when building a new environment and when managing ongoing releases to existing environments. The built-in security model in RapidDeploy™ meant that Domestic & General was able to provide a self-service capability enabling authorized users to perform these tasks, eliminating bottlenecks and ensuring an audit trail.





## Case Study

Domestic & General provides warranty services for UK and international clients and comprehensive product protection for more than nine million customers, including over 150 major UK and international brands and has been operating for nearly a century. Their primary focus is on providing comprehensive product protection for major domestic appliances and consumer electronic products. They operate across a number of different international markets, with offices in the UK, Australia, Germany, Spain and France, employ over two thousand people and turn over in excess of half a billion US Dollars annually.

Whilst the IBM iSeries platform remains Domestic and General's core business platform, the IBM WebSphere Application Server applications now run on Solaris, their Web and Application server data processing platform of choice. This allowed the decoupling of the two platforms and enabled an explosive expansion of the use and volume of these applications.

"We designed the architecture for the new environment and saw that there was an opportunity to improve on some of our processes, particularly around the way we deploy our applications, something that we were doing manually, using scripts, which was very time consuming," comments Robert O'Connor, Technical Support Manager at Domestic & General. "The manual approach was also prone to errors which were causing unscheduled downtime of critical systems and costing us even more time in troubleshooting and fixing. We were also resource constrained and looking for ways to deliver more applications faster."





## Moving towards Deployment Automation

The IT team at Domestic & General realized that by introducing a tool to automate the deployment of their web applications they would be able enable them to build the new environment more quickly than were they to do it manually, and that they would be able to manage releases to the environment more effectively in the future, following go-live. The team considered various tools and ultimately chose MidVision RapidDeploy.

“When we evaluated the different solutions on the market, we discovered that RapidDeploy would not only enable us to automate the build of the new environment – it would also support the implementation of a more robust deployment process,” says Robert O’Connor. “The security and self-service capabilities of the solution were key factors in our decision to implement RapidDeploy.”

## Simple implementation

With over one hundred web applications to deploy across several IBM WebSphere Application Server environments the pressure on WebSphere Administrators was high. The ongoing maintenance of these applications and ensuring their resilience meant that the team could potentially become a bottleneck.

With some restructuring of the Web Applications and a co-ordinated configuration and code deployment mechanism (that RapidDeploy™ readily provides) the problem was reduced to a very manageable administration function, leaving the highly skilled WebSphere Administrators to concentrate on providing the best system configuration possible across this geographically distributed solution.

RapidDeploy™ was used to manage the installation and configuration of all of the WebSphere environments allowing 'push of a button' deployments of the release packages by the appropriate team.





Configuration can now be pushed to the WebSphere Application Servers in a systematic and methodical manner from development through to production allowing for testing at each stage. With this consistency it becomes a simple matter to ensure that the development, test, production and disaster recovery environments are identical in addition to keeping the core software up to date through regular and timely deployment of fix packs.

## Boosting agility

Now that RapidDeploy™ is implemented, Domestic & General has found that they are saving considerable time on managing new releases to their new environment and have experienced a dramatic drop in errors, making further savings in time spent identifying and fixing issues.

“Ultimately, RapidDeploy™ is making daily life easier and has freed us up from some tedious, arduous tasks,” concludes Robert O’Connor. “We are delivering new web application capabilities to the business at a vastly increased speed, supporting our ambitions for growth.”

## Extending the benefits

Once Domestic and General had started to realise the benefits of using RapidDeploy™ to manage their WebSphere Application Server infrastructure, whenever a WebSphere MQ and Message Broker project came along, it made sense to extend the capability to these environments too.





## Products and services used

MidVision products and services that were used in this case study:

**Software:**  
RapidDeploy™

**Target Environment:**  
IBM WebSphere Application Server on Sun Solaris

**Services:**  
Configuration and implementation consulting

## Take the next step:

Get a  
RapidDeploy™  
Demo NOW

Request your demo ↓

