



UK Bank uses RapidDeploy™ and achieves a 533% productivity improvement when deploying IBM WebSphere

“RapidDeploy™ enabled us to reduce our application build time from 4 hours to 14 minutes. The cost saving of this initiative will be immense as we currently build hundreds of times every month - for every build we will save 3 hours and 46 minutes.”

Operations Manager



Customer: UK Retail Bank

Industry: Banking

Deployment Country: United Kingdom

Solution: Application Release Automation, RapidDeploy™

Overview

This bank has more than 25 million customers in the UK across a number of well-known brands. Their goals are to be a more agile and responsive organisation by making substantial investments in better-value products and services for their customers, thereby delivering strong, stable and sustainable returns for their shareholders.

Business need

Like most banks in the current climate, this one's focus is on customer acquisition and retention and key to servicing their clients is delivering information and systems to help them manage their money easily. Their customers are increasingly mobile and social which puts pressure on the bank to provide more and more capability and interaction.



Solution


The bank has a vast middleware infrastructure through which they deliver the content and applications their customers need. The size and complexity of the environments and the pace of change demanded by the business puts a huge amount of pressure on the IT operations teams to deliver hundreds of new releases a week. Doing these manually is a huge overhead and rife with opportunities to fail.

Automating the release cycle, using RapidDeploy™ gives the IT Department the tools they need to respond to the business' demands.

Benefits

- **Reduced Environment Creation Times:** Complete environment suites consisting of multiple applications created in approximately 4 hours, which reduced the overall environment creation time by in excess of 10 man days for specific environments. Across the total environment, in excess of 100 man days' effort was saved.
- **Reduced Environment Shakedown Times:** "pipe-cleaning" activity was focused on the environment deltas only and reduced from 5 to 2 days for each environment.
- **Reduced patching times:** In an average quarter, there were 300 patch upgrades with a saving per patch of 2 hrs - a total saving of 75 days.
- **Increase in Volume of Deployments:** the bank's use of automated tooling has enabled a massive increase in number of successful deployments to in excess of 75,000.
- **Increased speed of environment delivery:** A complete deployment of 38 cells with 152 individual binary installations, together with post installation configurations, took just one week instead of six.





- Optimised resource utilisation: Considerable effort has been saved on initial environment set up and has enabled WebSphere administrators to be utilised more effectively on higher value work later in the project lifecycle. A total of 130 man days' effort was saved across the complete binary installation work package.

- Decreased Environment Defects: The RapidDeploy™ automation checks will highlight any infrastructure build issues or operating system build anomalies early on in the development lifecycle, therefore avoiding costly re-work later in the project.

“We have only been running with this for the last 4 weeks, however in that time alone, we have completed 50 deployments saving 100 man days.”

Service Delivery Manager

Additional Case Study Background

This bank has more than 25 million customers in the UK across a number of well-known brands. Their goals are to be a more agile and responsive organisation by making substantial investments in better-value products and services for their customers, thereby delivering strong, stable and sustainable returns for their shareholders.

Key to delivering on their vision to be recognised as the best UK bank for customers, colleagues and shareholders is the development of deep and lasting relationships which help their customers achieve what's important to them.

They are concerned with assuring the financial well-being of their customers and providing financial stability through the changing economic environment. They want to build relationships that are founded on responsible action and create value - in terms of profit.





There were two key aspects to this work:

1. WebSphere Binary Provisioning

The bank automated the provisioning of the IBM WebSphere binaries to achieve an astonishing 533% productivity improvement during major business integration.

They had already automated and standardised the installation of the operating system and application layers, and wanted to complete the automation suite to provision the middleware binary installations for IBM WebSphere Application Server and WebSphere MQ.

Additional WebSphere environments had been urgently requested and were required within weeks of the request date, and with no existing capacity available this meant that completely new infrastructure needed to be built and configured. In total 38 WebSphere cells were required with 152 individual binary installations together with all of the post installation settings applied, such as security configuration and timeout values.

The business requirement was to reduce the scheduled build time from 6 to 1.5 weeks in order to deliver all of the WebSphere cells without impacting project delivery activity.

Already an existing user of MidVision RapidDeploy™ for application build and deployment, the client chose to extend the use of the toolset to cover the additional technology installations within the midrange estate. The client commissioned MidVision to work with their Unix team to configure the RapidDeploy™ WebSphere binary installation module to fully automate all of the binary installations. Post configuration, the actual binary provisioning automation successfully completed in just over 12 hours for all 38 cells.



2. Building Integrated Test Environments via Cloning

The bank saved in excess of 100 man days from a build schedule of 130 days – a 450% productivity improvement - during a merger. They required significant numbers of complex end to end integrated test environments to be created within extremely challenging timescales in order to progress critical application development and test activities to enable key program timescales to be met.


An individual end to end environment consisted of between 12 and 18 applications, and a total of 20 end to end environments were required resulting in 276 application instances. Each application was a Chordiant based application consisting of, as a minimum, IBM HTTP Server, IBM WebSphere Application Server, IBM MQ and an Oracle Database.

Upon delivery of the first environments, and with the environment acceptance criteria passed, the client required all other environments to be created identical to the original environments so that they could be proved working prior to any application or configuration changes being applied.

The bank was already an existing user of RapidDeploy™ so MidVision recommended using the cloning technology that is available within the tool to enable cloning of all of the technical components of the environments.

Once the initial environments were created using RapidDeploy™ and the environments deployed and confirmed fit for purpose, the client was able to utilize their own WebSphere administrators to create new test environments entirely through the RapidDeploy™ interface ensuring that all environment configuration that did not require changes was maintained exactly as in the source environment. Each environment





consisting of a minimum of 12 complex J2EE applications hosted in enterprise Unix environments took just half a day to create and deploy enabling testing to commence on the same day that environment creation started for many environments.

Products and services used

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

Software: RapidDeploy™

Target Environment: IBM WebSphere Application Server, WebSphere Message Broker and MQ, Oracle database, Pega, Chordiant

Services: Configuration and implementation consulting, support

Take the next step:

