UK Government Agency automates key business application using RapidDeploy™ and plans to deliver 829% performance improvements

"We'd looked at other automation tools but it was only RapidDeploy™ that had the breadth of platform support that we needed, and only RapidDeploy that could handle the complex composite deployments we perform with our key business application. Our business case showed that the release management work undertaken per annum on this one application could be reduced from 1534 days to 185 days."
Automation Team Lead and Portal Consultant

Customer: UK Government Agency

Industry: Public Sector

Deployment Country: United Kingdom

Solution: Application Release Automation, RapidDeploy™

Overview

An agency of a UK central government department serving over 20 million customers.

Business need

This organization's core business application is exceptionally complex, comprising multiple applications from multiple vendors running across twenty instances from development, through test to the clustered, live production environment.

Deployments are accordingly complex too - taking many person days for some of the component parts to be released, often via a third party reliant on following manuals of up to one hundred pages of instructions for each part.

Solution

It was identified that a template-driven, automated solution would enable the organization to massively reduce the deployment time of their core business application as they would be able to template the releases enabling their own IT staff, and those of their third party service provider, to perform deployments, securely, at the touch of a button. RapidDeploy™ provides pre-built Java applications for the platforms involved and the ability to build template deployments and provide self service through role-based access.

Benefits

In the first instance, the reduction of deployment time was reached - within an eight hour window - a performance improvement of over eight-hundred percent.

Additionally, the automation of the deployment process virtually eliminated the possibility of manual error - and always provided an audit trail were a problem introduced. Overall, significant quality improvements were made, and with that, customer satisfaction was boosted.

Case Study

An agency of a UK central government department serving over 20 million customers.

The core business application of this organization is exceptionally complex, consisting of multiple components including IBM WebSphere Portal and Process servers, MQ, Datapower, IBM Tivoli Identity and Access Manager, Oracle databases and a number of applications running on WebSphere Application Server, including Adobe, Documentum, Sage and other applications such as Siebel.

Siebel Support

RapidDeploy™ supported all of this organization's target platforms out of the box, with the exception of Siebel. Siebel had provided some very limited deployment functions and MidVision undertook a gap analysis of this alongside the development team's functional analysis and designed and estimated how to incorporate Siebel support into RapidDeploy™. MidVision has engaged with the organisation to deliver the new Siebel capability as a joint development project - which is typical of MidVision's approach to delivering new customer-driven requirements and capabilities to our project.

Massive Productivity Improvements

The complexity of this composite application was causing the internal IT department, and their IT service provider partner, to be perceived as extremely slow since it took days for some of the component releases to be available. In addition, they were re-architecting the application across 20 instances to improve performance and the estimated build time of the new environment was over 1500 days. By automating the build of each component and providing the capability to template and deploy composite applications, the estimated build time was reduced to just 185 days - a reduction of over 800% - and this is in addition to the ongoing savings to be made in maintenance.

Quality and customer satisfaction

As a result of delivering a highly performant system that can deliver new releases and capability at speed and with virtually no errors, this organization's customer satisfaction ratings have rocketed. Delivering high quality code, on time, every time has made everyone's lives easier and boosted morale and motivation throughout the department.

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

Software: RapidDeploy™

Target Environment: IBM WebSphere Application Server, IBM WebSphere Message Broker, IBM WebSphere MQ, IBM WebSphere Portal Server, IBM WebSphere Process Server, IBM Tivoli Access Manager, IBM Tivoli Identity Manager, IBM DataPower, Oracle Database, Adobe, Documentum, Sage, Siebel

Services: Configuration and implementation consulting, Joint development of Siebel plugin.

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