



## US Retailer implements MidVision Extensions to IBM Rational Automation Framework in order to meet business demands for customer improvements

*"We identified the IBM Rational Automation Framework as the best fit automation tool based on our needs to deploy applications to our WebSphere MQ, Message Broker and WebLogic environments – the MidVision Extensions meant that this was the only tool that was able to achieve this out of the box."*

**Operations Manager**



## Customer: US Retail

**Industry:** Retail

**Deployment Country:** United States

**Solution:** Application Release Automation, MidVision Extensions to IBM Rational Automation Framework for WebSphere Message Broker and MQ and Oracle WebLogic

## Overview

This US based chain of department stores has over 1,000 stores across the continent mainly in malls. In the wake of the global financial crisis, this retailer is focused on improving the customer experience whilst keeping prices competitive. Although this is a traditional bricks and mortar retailer, they have evolved into electronic channels and are actively addressing the specific challenges around the smarter, empowered consumer with constant mobile and social access to shopping.

## Business need

This US retailer's middleware team was being tasked with a growing administration and support demand from the business as they worked to deliver new services and experiences for their customers.

Application deployment and configuration management was mostly a manual, labor intensive effort with little visibility and control. They identified a need to automate and standardize the application release process in order to accelerate their capability to deliver new functionality to the market.





## Solution

The MidVision Extensions to IBM Rational Automation Framework was identified to be an automation tool which supports the retailer's target (WebLogic, WebSphere MQ and Message Broker) platforms that would support their requirements to automate the application release process and deliver the reduction in deployment times they were looking for.

## Benefits

Utilizing Rational Automation Framework and the MidVision Extensions, the retailer derived repeatable, predictable results in WebSphere and WebLogic management and application deployment automation across distributed (AIX) and mainframe targets (zOS).

Additional benefits:

- Processes were automated to provide faster triage, reduced errors and downtime
- Efforts to update, migrate and patch were automated thereby improving productivity and business agility
- Traceability, auditability and compliance were standardized in all instances





There were three key aspects to this work:

### 1. Repeatable, Predictable Results

By using the tool's templating capabilities, the retailer can be sure about what they are deploying when they deploy it. Keeping golden configurations, templates for composite deployments and cloning enables a huge volume increase of releases, as what used to be manual processes that took hours or even days to complete, can be actioned at the click of a button.

### 2. Massive Productivity Improvements

The IT development and operations teams at this retailer are now confidently responding to the business' demands for new system capabilities for their customers.

They are delivering vastly more releases than prior to tool implementation and because virtually every release is successful first time, thanks to templating, preview and promotion features, troubleshooting is down to a minimum. And if unauthorised change is introduced into the system, snapshot and compare capabilities mean that the errors can be rapidly identified and fixed immediately.

### 3. Traceability and Compliance

As with all industries, this retailer has to pay more attention to regulations and compliance than ever before. PCI is the key regulation this retailer is focused on and they needed to know that system changes were recorded - something that was impossible with their manual release process, but something that the new tool implemented as standard - every change is recorded, with details of who made the change, when and exactly what those changes were.



## Products and services used

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

**Software:** MidVision Extensions to IBM Rational Automation Framework

**Target Environment:** IBM WebSphere Application Server, IBM WebSphere Message Broker, IBM WebSphere MQ, Oracle WebLogic

**Services:** Configuration and implementation consulting, Support

## Take the next step:

