Building a blueprint for IT change & innovation

A Boston-based bank, with $57.5 billion in deposits, 650 retail offices, and over 2000 ATMs, lacked the technical resources to assess the interactions between technology and stakeholders within their IT environment.

Collabera®

ADDRESSING THE MANDATE

The client was looking to research potential changes to their infrastructure and business application stack. The project was executed to facilitate modernization and required an assessment of the relationships that exist between the company application infrastructure and external entities.

- Research of the existing stack and technology discovery session
- Address issues with disjointed and fragmented infrastructure
- Publication of a topology blueprint detailing the interrelationships between systems and stakeholders
- Delivery of recommendations on application modernization and transformation

THE RESULTS

Reduced Downtime

To meet and exceed the mandate, Collabera utilized a combination of improved visibility, a consolidated application stack and continuous development, testing and integration protocols. This helped the client improve operational and technological efficiencies across the board.

- Application support, engineering and application support management teams now have enhanced shared visibility, leading to fewer outages
- Reduction in overall manual effort for release management
- Automated on-demand infrastructure provisioning with metric-based monitoring tools
- Reduced cost and risk as a result of continuous integration and testing implementation

- Organized and standardized technology stack for smoother operations and maintenance
- Reduction in overall change/enhancement implementation time
- Agile and iterative delivery model based on user stories which led to a shorter time-to-market
- Significant reduction in overall release time

Productivity Uptime

Collabera enhanced productivity and cost optimization by eliminating redundancies across the entire technology landscape

Increase in overall testing automation leading to reduced manual effortmanual effort

Development and operations units now work as a single global team with shared goals, metrics, and processes

Significant gains in overall team productivity

Code coverage improved

Agile Design Capability

Research and recommendation have improved awareness of technology impacts and the company can now design and implement their own agile IT systems

THE CHALLENGES INVOLVED

01 Change Optimization

Optimizing the change management and change control process to ensure minimal conflict and maximal value add

02 Determining Impact

Assessing the effect of application infrastructure change to both upstream and downstream production applications

03 Aligning With Decision-Making

Developing a solution that comprehensively guides and informs decision-making at senior IT management levels

THE APPROACH & THE SOLUTION

Collabera built a complete DevOps and Cloud Automation technology assessment, roadmap and implementation plan, which included:

- Assessment and planning of current applications and platforms for development, testing, UAT and production environments

- Integration testing to support all scenarios on an end-to-end basis for AWS, Azure Cloud and ServiceNow

- Implementation of standardized processes, automation-enabled tools, reduced time-to-market and agile delivery capabilities

- Development and introduction of tools to implement automated release management

---

Founded in 1991, Collabera is a leading global IT staffing and services company that helps enterprises transform their technology, processes and operational models. We empower our customers by overcoming bottlenecks and silos, and building connected business systems that scale in real time.

For more information, visit: itservices.collabera.com

Get in touch with us

110 Allen Road
Basking Ridge, NJ 07920

Phone: 877.264.6424 | +1.973.889.5200
Fax: +1.973.292.1643
Email: info.services@collabera.com