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Software   Case studies

A bank increases developer productivity by 34 percent

An IBM DevOps solution provides an integrated, automated software development platform

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"Using the DevOps solution from IBM, we've integrated all of our development applications and improved communication significantly." - Software development manager, a bank

Customer:
A bank

Industry:
Banking

Overview

This bank offers retail banking, private savings, insurance, investments and other traditional banking offerings to more than 50 million customers.

Business need:
To reduce IT costs, comply with banking and IT governance frameworks, and speed time to market, this bank sought to fully integrate its development toolset and automate its development approach.

Solution:
The bank engaged IBM® Software Services for Rational® to integrate and automate its software development processes with an application lifecycle management solution.

Benefits:
The solution helped increase developer productivity by 34 percent and reduce the creation of unnecessary requirements artifacts by 61 percent.

Case Study

This bank offers retail banking, private savings, insurance, investments and other traditional banking products and services to roughly 50 million customers. It has 4,000 domestic branches, more than 100 international branches around the world and three data centers. The bank employs approximately 75,000 people.

Delivering higher quality software faster
The development team at the bank is under constant pressure to deliver software faster, while increasing quality and reducing costs. However, after going through numerous mergers, the bank had a mixed software development environment that included multiple development languages, platforms and tools. Further, its development teams adhered to different development processes and used various open source and internally developed tools to automate and support software development.

Because the open source tools provided incomplete integration, the bank created its own applications and rules to exchange data, which limited the power and effectiveness of each tool. The bank's quality assurance (QA) teams relied on a slow, cumbersome documents-based method to move software through the QA process. The lack of true integration between the development silos resulted in delays in the testing process that slowed the entire release cycle.

As part of a larger initiative to reduce IT costs, improve team productivity and comply with banking business and IT governance frameworks, the bank sought a software development solution that would help it fully integrate its development toolset, modernize existing processes, adopt an agile framework and automate to a full application lifecycle management process.

Creating an integrated application lifecycle management solution
The bank engaged IBM Software Services for Rational to integrate and automate its software development processes with capabilities to support an IBM DevOps approach based on the Open Services for Lifecycle Collaboration (OSLC) standard. The IBM team replaced the bank's Intel processor-based servers with an IBM Power® 780 server running the IBM AIX® operating system. The solution is based on the IBM Rational Unified Process framework and features a suite of IBM Rational software. To roll out the solution as efficiently as possible, the project team used an agile approach, working in sprints and integrating the tools after configuring each tool.

The solution includes IBM Rational Team Concert™ software to automate software development processes and improve collaboration between teams. The application is integrated with IBM Rational Developer for System z® software to help improve COBOL development productivity.

Using IBM Rational Requirements Composer software, the bank can manage requirements and discovery processes. The application simplifies the coordination of the requirements-gathering process, which involves 3,000 people, including analysts, testers, developers, managers and sponsors. It also helps the company make sure that it develops and tests the right software in the planned iteration. Then, with IBM Rational Software Architect software, the bank performs analysis and design. IBM Rational Asset Manager software manages development artifacts, and IBM Rational Build Forge® software automates build processes.

To automate testing and resolve earlier bottlenecks, the bank uses IBM Rational Functional Tester, IBM Rational Performance Tester, IBM Rational Service Tester for SOA Quality and IBM Rational Quality Manager software. The bank relies on IBM Rational Method Composer software to support documentation, site generation and work-item templates from the Rational Team Concert application. The client uses IBM Rational Publishing Engine software, which integrates with the Rational Requirements Composer software, to generate reports. The bank currently has 1,000 developers using the solution, and it plans to expand support to 3,000 developers.

Benefitting from continuous software delivery
By implementing a DevOps solution from IBM, the bank can now employ a more automated software development process that facilitates continuous delivery and improved communication—hallmarks of the DevOps approach. The solution helps the bank reduce IT costs, improve team productivity and enhance its ability to demonstrate compliance with IT governance frameworks.

The solution also:
• Increases developer productivity by 34 percent
• Reduces the creation of unnecessary requirements artifacts by 61 percent

• Provides an integrated view of the software development lifecycle, making it easier to demonstrate compliance with banking and IT regulations and providing support for internal and external auditing

About the IBM DevOps approach
The DevOps approach is an enterprise capability for continuous software delivery that helps organizations seize market opportunities, respond more rapidly to customer feedback, and balance speed, cost, quality and risk. By using the right approach for incremental adoption, the DevOps solution helps organizations deliver a differentiated and engaging customer experience, achieve quicker time to value and gain an increased capacity to innovate. The DevOps solution uses an open-standards-based platform and a continuous feedback loop across the delivery process, and it's designed to integrate into existing heterogeneous lifecycle environments to deliver value more quickly.

For more information
To learn more about the IBM DevOps approach, please contact your IBM marketing representative or IBM Business Partner, or visit the following website: ibm.com/ibm/devops/us/en.

You can also download the analyst report: "Continuous Delivery Is Reshaping the Future of ALM" at:
https://www14.software.ibm.com/webapp/iwm/web/signup.do?source=swg-rtl-sd-ar&S_PKG=ov17430.

Products and services used

IBM products and services that were used in this case study.

Hardware:
Power 780

Software:
Rational Service Tester for SOA Quality, Rational Team Concert, Rational Functional Tester, Rational Method Composer, Rational Performance Tester, Rational Publishing Engine, Rational Asset Manager, Rational Build Forge, Rational Quality Manager, Rational Software Architect, Rational Application Developer

Service:
Software Services for Rational

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