

IBM DevSecOps and Service Management

Sales Win Stories

IBM Consulting



Large Insurance Company

Insight

- Design, develop, host and manage a platform for the insurance industry, that provides systems support for the business processes of insurance companies
- The solution should adhere to HIPAA, PCI-DSS compliance

Idea

DevOps-as-a-Service

- Leverage existing shared Toolchain for DevOps, Service management and helpdesk, Application-level monitoring for critical APIs, Runbook based auto remediation and/or preliminary diagnosis
- Provide on-going professional service support in the form of DevOps Architects and SMEs

Business Solutions Operations

- First responders
- L1.5 Support
- Incident Management
- Integrated SLA Management
- Reporting, Integrated Dashboards

Middleware Services

- MW Management and Support for tools like WAS, API Connect EE, IIB, IISE (Datastage), Advanced MQ, Active Directory, TDS (Tivoli Directory Service), DB2, MS SQL and Docker Enterprise based Containerized Microservices

Security Services

- Consulting for security best practices with the development and build team
- Supporting DevOps team in integration of AppScan source for automation with Jenkins

Impact

- Automation through DevOps has improved productivity, speed, reusability, history records, avoiding manual errors, communication time between teams within the Large Insurance Company. In fact one click in the tool can trigger multiple deployments at a time –which provides the user more time to do other tasks.
- Integrated service management including 3rd party vendor (Majesco)
- Integrated Dashboards for Monitoring OS and network



SaaS

IBM partnered with this client to create a 'Solution-as-a-Service' platform for the insurance industry

Large Tobacco Company

Insight

When the company wanted to transform their applications to create an open, agile digital platform and a consumer-centric operating model, they wanted to take advantage of the benefits of data analytics driven by AIOps.

Idea

- Infusion of AI/ML capabilities to establish visibility and insights across IT operations, using tools like PowerBI
- Configuration of Monitoring and Runbook Automation using PMI's DEEP tools
- Orchestration of automated workflows using ChatOps to enhance collaboration
- Deploy pre-integrated toolchains with DevOps Commander for secure, orchestrated automation

Impact

- Uniquely tailored solution to meet client's needs
- Offers traceability and continuous feedback that will improve Mean Time to Repair (MTTR) and Mean Time Between Failures (MTBF).
- Accelerates the build, deployment and management of their DevSecOps toolchain with the help of DevOps Commander asset
- Metrics correlation to drive early detection of performance degrades that could lead to outages
- Log Analytics insights powers real time problem determination



We are helping this client infuse intelligence and automation to improve visibility and efficiency across IT operations

Large Automobile Manufacturer

Insight

- Implement successfully the high profile 'Connected Cars' project to enhance the safety, security and convenience of their customers
- Increase the lifetime revenue from cars
- Harness the data from cars for service innovation, optimization of product quality and develop product strategy

Idea

- Design, build and manage a scalable solution that will leverage the capabilities of IoT for Automotive platform and integrate the data from a third-party device to collect and transmit data from the car
- The transmitted data is recorded at IBM's IoT for Automotive platform on IBM Cloud for real time action and Big Data analysis
- DevOps-as-a-Service for tracking day-to-day tasks, improve code quality and automated deployment
- Middleware management and support services for tools like Node JS, MySQL, Kafka, Zookeeper
- Solutions Operations center for first responder incident management, L1.5 support and reporting
- Security services for access management, change governance and vulnerability assessments

Impact

- Low Cost, High Availability & Scalable Solution to support 0.825M cars at peak.
- Complete Connected car solution
- End to End Solution on SaaS model
- Automation through DevOps has improved productivity, speed, reusability.
- Integrated Dashboards for Monitoring OS and network



IBM partnered with our client to launch connected cars to enhance customer experience, drive brand recognition & loyalty through Cloud Application management and DevOps services

Large Insurance Company

Insight

- When leading American insurer company migrated their mission critical business applications to the cloud, they wanted a partner who can help them ensure uninterrupted business operations.
- Reliability of 99.99% application availability was the goal to be achieved
- Achieve low latency in terms of transaction time
- Regulatory compliance requirements of the insurance industry had to be strictly adhered to

Idea

- Solution Operations Center to provide 24*7 support and monitoring across 14 application environments.
- Site Reliability Engineers (SREs) who will ensure the right design principles for a high availability solution
- Auto provisioning of middleware through 'Infra-as-code' automation
- DevOps Telemetry solution and dashboards for real-time status of automation executed, and status of various environments monitored

Impact

- Real time monitoring environment of application data that reduced application down times
- Data driven approach to deliver integrated operations solution
- Self provisioning of environments enabled through 'infrastructure-as-code'
- Operational dash boards with real-time monitoring of operational data



CaaS

IBM partnered with this client to help them achieve their business goal to deliver 'Claims-as-a-Service'

Large Airline Company

Insight

- To re-platform/re-factor AA applications portfolio to a PaaS cloud to support their transformational digital strategy
- Establish a high resilience architecture with the ability to quickly respond to client needs
- Reduce heavy capital expenditure due to refresh of end-of-life infrastructure in existing data centers
- Create innovative applications quickly and improve the customer experience

Idea

- Site Reliability Engineers (SRE) to design hybrid cloud configuration, automation and on-going run / manage of operations
- DevOps services enforced through a tool chain
- Tool chain offered as a shared service including DevTest environment service for out of profile environments
- Solutions Operations Center provided integrated application operations with 24X7 monitoring and continuous improvement
- Cognitive analytics used to identify ticket patterns
- Runbook based remediation for quicker resolution of incidents

Impact

- Increase in customer satisfaction when reaccommodating passengers during cancelled flights
- Improved productivity of agents due to automated toolchain
- Higher availability / Outage avoidance with proactive monitoring
- Integrated governance through SLAs and availability metrics
- Faster time-to-market with microservices and quicker onboarding of new applications
- Continuous improvements driven by operations analytics and runbook-based remediation



99.98%

IBM partnered with the airline company to keep their system of engagement operations up and running on IBM Cloud with 99.98% availability through AppOps on Cloud services

Large Airline Company

Insight

- Our client needed to innovate the core customer experience that required transformation of the primary customer interaction and reduce cost to serve.
- Promoting self-service and increase the paid seats revenue was not possible with the legacy system.
- Integrating with the new merchandizing platform was not possible with the legacy system frameworks.
- Infrastructure scaling dynamically according to the need was not possible in the existing system.
- Maintenance cost associated with existing legacy systems.
- No modern DevOps tooling and an inability to adopt Agile techniques.

Idea

- Reduced on-premise infrastructure by migrating to IBM Public Cloud to take advantage of scalability, cost and innovation
- Microservices based architecture
- Cloud Platform Architecture team designed and built a Monitoring toolchain solution that proactively raises alerts on incidents. The solution leverages IBM's AppOps Solutions Operation Center (SOC) to provide 24-hour application support and management services
- SRE model of triaging and automating operations
- Cognitive dashboard to enable SREs to proactively monitor operational outages
- Alerts to signal unusual trends based on pre-defined thresholds
- Process behavior analysis to identify patterns and behaviors such as seasonality trends
- Natural Language processing (NLP) capability to query in plain English and get results seamlessly

Impact

- First Company application on IBM Public Cloud with 2 regions US-South and Germany which can support and scale future business.
- Delivered ~10 microservices / features as part of the initial launch of web check -in.
- Provides the capability to easily integrate with the new merchandizing platform , supports multi-channel deployment and provides enhanced reporting/analytics.
- Reduced the cost to serve by promoting self-service, increases the paid seats revenue stream, improves the speed to market, reduces the maintenance costs associated with legacy systems
- Improved operational reliability with 99.95% availability for vital applications, productivity and customer response time
- Cognitive analytics enable SREs to drill down to the root cause of the problem
- Predictive model to forecast ticket volumes



IBM partnered with the client to replace the existing Web Check-in solution which is being retired. It reduces the **cost to serve** by promoting self-service, increases the paid seats **revenue** stream, improves the **speed to market**, reduces the **maintenance** costs associated with legacy systems, provides the capability to easily **integrate** with the new **merchandizing** platform , supports multi-channel deployment and provides enhanced reporting/analytics

Large UAE Bank

Insight

- To create a contemporary, scalable, cloud-based solution for Digital Banking Platform (DBP)
- Needed a high resilience architecture with the ability to quickly respond to client needs
- Reduce cost to manage infrastructure, middleware and cloud components

Idea

- Solutions Operations Center (SOC) provided integrated application operations with 24X7 monitoring and continuous improvement. AppOps SOC Level 1.5 Service Desk provides fully integrated and automated ITSM processes management
- Site Reliability Engineers (SRE) to design hybrid cloud configuration, automation and on-going run / manage of operations
- Tool chain offered as a shared service including Dev Test environment service for out of profile environments
- Middleware management services for ICP and non-ICP based components

Impact

- Integrated operations leading to better client experience
- Real-time visibility with proactive end-to-end monitoring and availability dashboards
- Higher availability / Outage avoidance with proactive monitoring
- Integrated governance through SLAs and availability metrics
- Improved productivity of agents due to automated toolchain
- Continuous improvements driven by operations analytics and runbook-based remediation



IBM partnered with this bank to help establish Integrated operations of their Digital Banking Platform(DBP) up and running with AppOps on Cloud services

Large South Asia Bank

Insight

- When the South Asia bank decided to transform to become a digital bank to meet the demands of a rapidly changing market, they needed to accelerate their pace of innovation, future-proof their technology and implement digital transformation
- BPI identified DevSecOps as a critical foundational requirement to implement digital transformation
- They wanted to implement best in class Agile practices with DevOps tools and methods to accelerate their digital implementation.

Idea

- Design of a DevOps roadmap for the bank that also ensured integration with the enterprise's architect, security, audit, risk, and compliance teams.
- Implementation of a centralized DevOps model that helped to improve DevOps adoption and transferability of DevOps assets
- Design of Reusable cloud-native deployment through 'configuration-as-a-code' and helm chart. This design ensured high traceability for all Kubernetes deployment.

Impact

- Accelerate software delivery by ~45% for faster time to value through automation.
- Speed up adoption and onboarding to DevOps by ~80% with standardized toolchain.
- Lower operating costs by ~40% with the consolidation of DevOps infrastructure



DevSecOps

We are helping this client leverage DevSecOps practices to transform into a digital bank of the future

Large European Department Store

Insight

- Release management for 40+ applications managed by a large set of 3rd party vendors
- Multiple Dev/Test environments managed by different vendors.
- Hosting requirement for older / out of support Operating Systems
- Host AIX legacy workload
- Delay in release cycles because of manual deployments
- Availability of 3rd party services like payment gateway.
- Lead time for spinning up a new environment
- Transition to an OPEX model

Idea

- A standardized end to end release management process across enterprise & dedicated team to coordinate and manage release management across Selfridges.
- Hybrid Cloud Dev/Test hosting on IBM Cloud & AppOps Cloud including support for older versions of legacy applications
- Fully virtualized environment with complete Server, Storage & Network Virtualization (vSphere, vSAN, NSX)
- Automated code deployment using UrbanCode
- Service virtualization
- Steady state management till 2020

Impact

- Single point of contact to do complete release management of the applications hosted in IBM & Non-IBM environments
- Established a hybrid cloud platform with older Operating systems for their legacy applications which enabled a smooth end to end software development life cycle.
- Accelerated release cycles because of automated code deployments
- Virtualized services which speeds up testing cycles



Hybrid Cloud

IBM partnered with this client to establish a scalable and reliable Hybrid Cloud environment for a unified Dev / Test environment

North American Insurance Company

Insight

The new insurance platform that is getting built, involves complex integration of 3rd party vendor application, legacy applications in client's premise and other digital applications hosted on IBM Cloud. The client's requirement includes 7 second response time for critical transactions and 99.99% availability of critical applications. As the landscape is very complex and involves multiple layers, it is a challenge to observe, analyze, act and predict the failures

Idea

Observe

- Configuration of Monitoring across all layers including critical applications

Analyze

- Infusion of AI/ML capabilities to establish visibility and insights across IT operations

ACT

- Runbook Automation
- Orchestration of automated workflows using ChatOps to enhance collaboration
- Deploy pre-integrated toolchains with DevOps Commander for secure, orchestrated automation

Predict

- Metrics correlation to drive early detection of performance degrades that could lead to outages

Impact

- Offers traceability and continuous feedback that will improve Mean Time to Repair (MTTR) and Mean Time Between Failures (MTBF).
- Metrics correlation to drive early detection of performance degrades that could lead to outages
- Log Analytics insights powers real time problem determination using ChatOps to resolve issues faster



AI

We are helping this client to **improve transparency** and **efficiency** across complex IT landscape operations by infusing intelligence and automation

Large Insurance Company

Insight

The client needed to design, develop, host and manage a platform for the insurance industry, that provides systems support for the business processes of insurance companies. The solution needed to maintain compliance and adhere to HIPAA.

Impact

- IBM formulated a Cloud Adoption Strategy that included a detailed cloud strategy application portfolio assessment with Cloud Affinity, Cloud Infrastructure Foundation, and Cloud Operating Model. Through Design Thinking Sessions with the client, IBM designed a Microservices/API-based Sales and Services platform
- IBM Leveraged existing shared toolchains for DevOps and provided on-going professional service support in the form of DevOps Architect and SMEs



20%

Savings for re-investment into value-add SaaS solutions and modernization

10

Countries for solution roll-out with specific customizations for each country

