Case study

Increasing Change Velocity for
American Technology Services Company

Client

The client is a leading American company which provides end-to-end managed services, technology, and consulting to enable digital workflow for enterprise, mid-size, and small businesses. One of their many strengths is having a diverse portfolio of technology solutions for the digital workplace.

Challenges

The biggest problems that the client was facing involved their siloed operations and low maturity in DevOps adoption. This was further compounded by limited automation across their IT life cycle, which gravely affected their time-to-market, quality of releases, and cost of ownership.

LTIMindtree Solution

LTIMindtree began the engagement with the client by conducting value stream mapping to identify improvement areas across tools and processes. The next step was to perform platform based standardization for CI/CD/CT/CM and toolchain integration, as well as automation using CAPE.

Post this, there was approval-workflow based automated code promotion to higher environments. This was necessary to achieve automation for CI/CD/CT/CM pipeline across the entire IT life cycle integration, through planning to deployment and all the way to monitoring.

Next, multi-environment deployments were achieved using single infrastructure templates on Ansible. Moreover, immutable infrastructure was set up using Docker, delivering on-demand infrastructure as a service.

Once this had been achieved, LTIMindtree provided real-time visibility of unified metrics from various tools and set-up metrics driven governance, and delivered ELK for analytics on continuous monitoring.

Benefits

LTIMindtree's CAPE offerings resulted in the following benefits for the client:

- Delivered **20%** improvement in change velocity by improving build stability and reducing deployment time.
- Achieved **15%** reduction in defect leakage into production, driven by increase in build frequency.
- Improved review effectiveness up to **71%** by enabling and enforcing shift-left practices.