



DevOps Case Study

Omnichannel Retail IT Automation, Maintenance & Support

for one of the Largest Department Stores Chain



50%

Improved Code Quality



90%

Reduction in system downtime



30x

Faster Deployment to Production

Customer Context & Goals

A leading Department stores chain in the US envisaged to accelerate Point of commerce apps delivery to create a seamless Omnichannel Experience.

Challenges

Improve response time to critical, sensitive incidents

Higher demand across people & systems, especially during peak and holiday seasons

Managing releases for

1000+
Stores

49
States

Support multiple deployments around functionality changes



Solution

ALTEN Calsoft Labs built an extended DevOps-Automation team with wide range of skills including Release Manager, Architect, Team Lead, System Engineer and Build/Release Engineer. We helped customer streamline Release Management process and Deployment activities.

The various activities performed include:

- ▶ **Build and Release Management** for omnichannel mobile apps supporting Instore, e-commerce, and consumer
 - Build, Deploy and Manage Jenkins Jobs
 - Ansible Playbooks
 - Jenkins reduced many manual activities like manual build, testing and packaging
 - Jenkins Dashboard to monitor project status, build stats, code coverage etc.
- ▶ **Systems Engineering**
 - Manage Server Infrastructure environments (Pre-Prod, Prod, LLE)
 - Monitoring, Logging, Alerting and Analytics using Splunk in distributed environment with isolated sub-systems
 - Maintain Corp services/inventory data services Agent and Apps
- ▶ **Support & Managed Services**
 - 24X7, Follow-the-sun model service desk team to address incidents/tickets
 - ServiceNow incidents analysis, troubleshooting, and fixing

Innovations

- ▶ Automation and Continuous Integration reduced average production release time by 30%
- ▶ Custom Jenkins-JIRA Integration helped manage, visualize build details and data
- ▶ Migrating apps and services to Google Cloud

Business Benefits

- ▶ 100% Automation across web, mobile and in-store, supporting the omnichannel infrastructure
- ▶ **Faster delivery of apps helped store associates in:**
 - Upskilling and Training
 - Transformed store associates as customer advisors and brand advocates
 - Real-time, product and inventory info
- ▶ Seamless experience across the **Digital In-Store and Associate Facing applications**
- ▶ Reduced software deployment cycles - **From days to Minutes**
- ▶ Improved release cycle, from **one deployment every 8 weeks to 30 deployments per week**
- ▶ Reduced licensing costs with **tools rationalization**

Tools and Environment



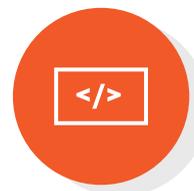
Agile Project Management
Jira



CI
Jenkins



Analytics
Splunk



Scripting
Groovy, Shell, YAML