Omnichannel Retail IT Automation, Maintenance & Support
for one of the Largest Department Stores Chain

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
- Higher demand across people & systems, especially during peak and holiday seasons
- Managing releases for 1000+ Stores
- Support multiple deployments around functionality changes
- Improve response time to critical, sensitive incidents
- Higher demand across people & systems, especially during peak and holiday seasons

50% Improved Code Quality
90% Reduction in system downtime
30x Faster Deployment to Production
Solution

ALTEN Calsoft Labs built an extended DevOps-Automation team with a wide range of skills including Release Manager, Architect, Team Lead, System Engineer and Build/Release Engineer. We helped the 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