**Practical 12**

**Why Agile process models with DevOps are recommended in big companies like Infosys. Justify with one of the case studies. Write a report of 3-5 pages on case study.**

# **Abstract**

# The adoption of Agile and DevOps methodologies has revolutionized software development and IT operations, particularly for large enterprises like Infosys. Agile promotes iterative development and flexibility, while DevOps integrates development and operations, enabling rapid, reliable software delivery. This report examines their combined impact, justifying their effectiveness with industry insights and a case study of a European retail bank that underwent a successful transformation under Infosys' guidance. The report highlights the challenges, solutions, and outcomes of Agile and DevOps implementation, demonstrating their ability to enhance productivity, reduce costs, and improve product quality. Strategic recommendations are provided to guide organizations in adopting these practices for sustainable success.

**Introduction**

In today's fast-paced digital economy, enterprises must continuously adapt to evolving customer expectations, technological advancements, and market disruptions. Agile process models and DevOps practices have become indispensable for large organizations like Infosys, which handle complex, large-scale projects requiring agility, efficiency, and reliability.

Agile emphasizes iterative development, enabling teams to respond swiftly to changes by fostering collaboration and continuous improvement. Meanwhile, DevOps bridges the gap between software development and IT operations, ensuring faster, more reliable software releases through automation and seamless integration. Together, these methodologies empower companies like Infosys to enhance productivity, reduce costs, and deliver high-quality products efficiently, meeting customer demands while maintaining a competitive edge.

This report explores the critical role of Agile and DevOps in large enterprises, supported by a case study of a European retail bank that underwent a successful transformation with Infosys' guidance. It presents justifications, a detailed case study analysis, strategic recommendations, and conclusive insights, supported by relevant industry statistics and expert findings.

**Justification of Agile Process Models with DevOps**

Research underscores the significant benefits that Agile and DevOps bring to large organizations, particularly in improving efficiency, reducing operational costs, and accelerating product delivery. These advantages include:

* **Efficiency and Productivity:** Agile’s incremental approach eliminates wasted effort, while DevOps automates key processes, enhancing overall productivity. By streamlining workflows, companies can achieve higher output with optimized resource utilization.
* **Faster Time-to-Market:** Continuous integration and continuous deployment (CI/CD) practices facilitate rapid software releases, a necessity in highly competitive industries where speed is a key differentiator.
* **Improved Collaboration:** DevOps fosters cross-functional teams, breaking down silos between development, testing, and operations teams, thereby improving communication and coordination.
* **Cost Optimization:** Efficient software delivery pipelines and automated testing significantly reduce costs. A global bank that partnered with Infosys saved $2 million by implementing Agile and DevOps methodologies.
* **Higher Quality Products:** Continuous testing and automated quality assurance ensure fewer defects, leading to enhanced customer satisfaction and reliability.

Industry statistics reinforce these benefits:

* The global DevOps market is projected to expand from $10.4 billion in 2023 to $25.5 billion by 2028 (
* 99% of organizations that adopted DevOps reported positive impacts, with 61% acknowledging improved deliverable quality
* Elite DevOps teams experience superior deployment frequency, faster recovery from failures, shorter lead times, and lower change failure rates

Given these factors, Agile and DevOps are well-suited for large enterprises like Infosys, enabling them to remain agile, innovative, and cost-effective.

**Case Study**

**Transforming a Large European Retail Bank with Agile and DevOps**

**Overview**

A prominent European retail bank, serving customers across retail, private, and corporate banking segments, faced mounting competition from fintech firms and digital-first banks. To maintain its market position and accelerate innovation, the bank partnered with Infosys to implement Agile and DevOps practices.

**Challenges**

* **Evolving customer preferences** driven by fintech innovation required more agile responses to market changes.
* **Slow decision-making processes** hindered adaptability and responsiveness.
* **Rigid portfolio management frameworks** restricted innovation and rapid execution.
* **Higher Cost-Income Ratio (CIR)** compared to industry peers, exacerbated by increasing competition.

**Solutions Implemented**

Infosys launched the 'Fast Forward' initiative, designed to enhance speed, quality, and work enjoyment. The key implementations included:

* **Organizational Restructuring:** The bank adopted a flatter organizational model based on Agile grids and blocks, utilizing the Scrum framework. Each block operated independently with multidisciplinary teams.
* **Agile Coaching and Training:** Over 120 teams were onboarded through structured eight-week coaching waves, leveraging tools like Jira and Confluence for project management.
* **Agile Offshore Development Centers (ODCs):** Established in Pune and Mysore, India, these centers provided digital collaboration tools, writable walls, and video conferencing capabilities to enhance remote teamwork.
* **DevOps Integration:** Implemented IT4IT for continuous integration and deployment (CI/CD), utilizing industry-standard tools such as Jenkins, XL Release, and SonarQube. Automated test data management and governance frameworks ensured compliance and operational efficiency.
* **Standardized Toolchain:** The adoption of Atlassian tools (Jira, Confluence, and Jira Portfolio) streamlined project tracking, backlog management, and collaborative planning.

**Results Achieved**

* **66% reduction in cycle time,** allowing the bank to respond to market changes swiftly.
* **Enhanced customer-centricity,** leading to better alignment of changes with customer needs.
* **Reduced change initiative costs** while maintaining throughput.
* **Scalable Agile adoption,** ensuring consistency across multiple teams and locations.

This case study, documented in Infosys' report *Future-proofing Banks the Agile Way*, highlights the tangible benefits of Agile and DevOps, including unexpected improvements in team collaboration and customer focus.

**Recommendations**

Based on the case study insights and industry trends, large enterprises should consider the following strategic actions:

1. **Define a Clear Transformation Roadmap:** Conduct detailed assessments and establish a structured plan for Agile and DevOps adoption.
2. **Invest in Agile Coaching and Training:** Educate teams on Agile principles and DevOps best practices to foster a transformation mindset.
3. **Utilize Automation and Collaboration Tools:** Leverage Jira, Confluence, CI/CD platforms, and test automation frameworks to optimize workflow efficiency.
4. **Establish Cross-Functional Teams:** Encourage end-to-end ownership within multidisciplinary teams to improve accountability and collaboration.
5. **Implement Feedback Mechanisms:** Establish continuous feedback loops for iterative improvement and refinement.
6. **Partner with Experienced Providers:** Collaborate with industry leaders like Infosys to gain expertise, reduce implementation risks, and accelerate digital transformation.

**Conclusion**

The combination of Agile and DevOps offers a compelling value proposition for large enterprises, as evidenced by the European retail bank's successful transformation. With a **66% cycle time reduction** and notable cost savings, these methodologies drive efficiency, innovation, and competitive advantage. By adopting the recommended best practices, organizations can navigate digital transformation challenges effectively and achieve long-term success in an increasingly dynamic market landscape.

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