**VZ– Streamlined DevOps Lifecyle for $175B Technology Firm to deliver robust fleet management system to B2B users**

**Business Challenge:**

* Our client – **a fortune 100 $175B technology firm** wanted to solve the following business challenge associated with their fleet management application
  + The fleet management application developed by our client was used by **500+** B2B clients across the US
  + This application experienced significant frequent instabilities, outages, and internal escalations
  + These frequent outages **(15+/month)** resulted in severe impact on business revenue, customer dissatisfaction and software development efficiency

**Business Requirements:**

* Our client was looking for a consulting team that could address the following requirements
  + Devise methods to stabilize this application and minimize outages
  + Minimize the involvement of software developers in deployment activities
  + Enhance software development efficiency

**Our Approach & Solution:**

* Creospan provided a team of 2 Consultants (1 Sr. Dev / Delivery Mgr., 1 Developer)
* We adopted the following approach for this client
  + **Conduct consultative sessions** 
    - Our team interviewed business and technology stakeholders to dive deeper into the user needs and challenges
  + **Problem**
    - We quickly learned that the root cause of this problem (outages and instability) was associated with the inefficient and weak deployment process and deployment environment
    - Software developers focused way too much time on developing temporary fixes for deployment issues
    - The existing deployment environments weren’t stable and often needed heavy maintenance
  + **Solution** 
    - **We streamlined the Software Deployment Process**
      * Devised new branching strategy & accelerated CI/CD dev cycle
      * Consolidated 4 development environments into 1
      * Transformed the way the code is tested, reviewed, pushed and deployed
      * Mentored software developers on the newly formulated deployment process, environment and branching strategy

**Business Benefits**

* **Enhanced Customer Experience & Application Stability**
  + Our solution accelerated the uptime of the fleet management application by **70% over a period of the first 6 months**
* **Maximized Resource Utilization for a team of 30 SW Developers**
  + The software developers gained **40% of the time** that was previously invested in debugging deployment-related issues
  + SW Developers were now able to focus more on development activities rather than debugging deployment issues

**Technology Stack:**

* Cloud Platform – Microsoft Azure
* Application Development – Java, Kafka, Kibana, New Relic

**Consultant for this case study: Nagaraju Vankadari (VZ)**