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Saving $3M annually with managed pipeline service framework

About the company

A U.S.-based Fortune 100 mortgage company

The challenge

How do you introduce agility into a highly controlled product change process? One governed by a change control board (CCB) that is managed by multiple constituents across the organization and controlled through internal and external edits? For this U.S.-based mortgage company, 95% of its product change management processes were manual, which hampered the company's ability to innovate. Business users wanted to release more functionality to customers faster, and the company wanted to achieve the agility of a nimble fintech while maintaining the control of a large enterprise.

The solution

An initial discovery exercise led to the following assessment to document the organization's requirements:

- Establish a scalable, modular, adaptable, extendable, reliable and highly available enterprise DevSecOps pipeline by leveraging industry best practices for continuous delivery adoption

- Successfully deliver, onboard and govern a managed pipeline service (MPS) for the continuous delivery of applications

- Automatically track the digitized CCB environment and maintain a record of signoffs to satisfy the audit and control groups

- Create a control automation framework that enables continuous integration (CI) controls categorization, consolidation and automation

- Architect a reusable enterprise library

- Our team of professional DevOps practice leads, cloud practitioners, solution architects and engineers designed and delivered the following:

- Created a high-level design for pluggable, dynamic, observable, reusable and modular continuous integration and continuous delivery (CI/CD) pipeline managed service

- Planned and implemented a modular design along with an enterprise-wide and templatized pipeline library to provide a robust framework

- Implemented CI control automation for existing processes required by enterprise applications

- Deployed cloud, cloud-native, hybrid and on-premise applications to multiple deployment targets using the pipeline service

- Built an application onboarding and operations model

- Built a self-service mechanism to onboard teams within the enterprise

Results and outcomes

With the implementation of a managed pipeline service framework, the company saw the following outcomes and benefits:

- $3M annual savings

- 100% process automation – complete elimination of manual processes

- 93% reduction in build time

- 100% compliance automation

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Business benefits

- increased revenue and customer base

- Faster delivery of features

- Increased collaboration between teams and productivity

- Higher employee engagement

Technical benefits

- Continuous software delivery

- Reduced build time from four hours to 17 minutes

- Increased frequency of deployments

- Improved code quality and performance

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