

CLARIVE[®]

By CollabNet[®]

Case Study

End-to-end Bimodal Release Management

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Learn how a single-tool, flexible and End-to-end DevOps solution can contribute to a significant reduction in workload, improving visibility and control.

JAZZTEL-ORANGE COMPANY PROFILE

Jazztel-Orange is a global telecommunications operator offering broadband solutions for data traffic and voice, Internet and mobile telephony to the corporate markets and residential.

Orange acquired Jazztel in September 2014 for a fee of €3.4 billion.

The combined company has over 680.000 customers and continues to grow.

THE CHALLENGES AT JAZZTEL

At Jazztel, Release Management, demand management, defect tracking and deployment processes were controlled by a set of different tools based on MS Excel and email for demand and release management, HP Test Director for development bug tracking and an in-house developed Lotus Notes application combined with lots of scripts to manage the deployment of applications to all execution environments. This resulted in various challenges, the key ones being:

- Inability to scale with the organization. Most of the deployment activities were manual or partially automated resulting in many overtime man-hours to deploy releases. Adding new technologies to the deployment automation pipeline was not possible since most of the automation code was hardcoded within internally developed applications.
- Lack of visibility and control. The whole release process was managed by many different roles and many different excel worksheets. There was not a central place to keep track of the activity, check documentation, etc.



“Using Clarive’s Top-Down Release Management support we were able to speed-up our release delivery by over 60%, reducing operational costs and overall process latency.”

— Sarai M. Buil, Configuration Manager at Jazztel, Spain

By integrating Clarive with Remedy (production issues/problems management), UCM (document management), OIM (single sign-on) and some internal applications, Jazztel got rid of tons of emails, excel sheet versions interchange, inter-department queries about decisions taken (deciding the contents of a release, adding priority to a RFC, etc.) at the same time that they got automated control on the complete request cycle (documentation check, approval statuses, communication between teams, central place for documentation, etc.). The company also took the opportunity to replace the old CVS implementation for application versioning by the modern distributed version control system (GIT) provided by Clarive.

Today over 150 people use Clarive on a daily basis with roles like business users, developer teams, release managers, testers, and management.

■ THE VALUE CLARIVE BROUGHT

As a company, Clarive Software is a specialist with an extensive experience in Application, Release, and Deployment management with a solid single-tool DevOps solution, designed, developed and extended based on practical experience at customers like you.

The technology business is full of large companies who claim that they can solve any problem you have 'end-to-end'. They go a mile wide and an inch deep, often with a set (which they call "suite") of different technologies, often acquired over the years, which they then have quickly bricolaged together as an "integrated suite". Their (point) solutions look often compelling in a demo, but if you have a problem it takes you weeks to go from bottom to top. There's no personal service, there's no domain expertise; you're just 'the next account.' At Clarive all we do is solve your problems to help you deliver applications in a pragmatic, cost effective, lean, repeatable, and quality way. We are specialists in Lean application delivery processes and our entire senior management team has been so for close to 20 years. All of our employees and partners have a proven practical track record in making companies like yours successful in implementing a lean application delivery environment.

Technology wise, Clarive is the only vendor that provides the following capabilities from a single vendor, and with a single tool:

- Pragmatic ALM: ALM powered by a powerful, flexible yet pragmatic workflow engine and form designer.
- Support for robust, distributed, highly secure and flexible change and configuration management which can handle any level of complexity, regardless of location, platform, or development methodology used, based on git.
- Release and Deployment Management: From release and environment planning, using a unique calendar alignment capability, to design and execution of cross platform deployment and rollback rules at the required.

- **Hyper integrability:** While Clarive is capable to pragmatically support all of your ALM and DevOps related processes, it can also flexibly “glue” around any of your existing ALM related point products which you would like to retain by bi-directionally interfacing with them.

We care about processes and minimal downtime, so we allow you to design and version your process rules at the level of detail required getting the job successfully done within time constraints.

We understand that having best-of-breed tools is not all what it takes to be successful. The way they are used is just as important. Having the right processes, at the right level of granularity, in place and getting instant visibility into them is key for optimal productivity. But defining, automating, and integrating processes within a heterogeneous technology stack can be a time consuming and costly task. Not with Clarive! Our domain specific language, designed for DevOps, allows you to make the right levels of abstraction, maximizes activity reuse, facilitates human/manual interactivity and above all, supports deployments and rollbacks at the right level of granularity to minimize downtime.

For more information, a quick visit to our library of customer successes at (www.clarive.com/customer/) is highly recommended. As a company, we are currently expanding our success in the rest of the world. We like success; it keeps us focused on our absolute priority – making you, our customer, successful. That’s what every employee at Clarive, and every one of our business partners, is committed to.

■ THE FUTURE OF CLARIVE AT JAZZTEL-ORANGE

To date, Clarive has been primarily used for controlling and automating Jazztel complete RFC cycle from the request to the deployment in production, involving most of the technologies used and player teams along the cycle.

In the course of 2015, their own Clarive administrators have added at least 4 more different technologies to the distribution pipelines (Endeca, Alfresco, BPEL, ATG Loader).

Next projects to implement with Clarive will include:

- Requirements management (currently managed by documents attached to the request).
- Resource coordination by using dashboards and reports to manage backlog, current resource activities, etc.
- Release capacity management by automatically calculating estimations for RFCs using previous data in combination with integrated AI algorithms. Currently estimations are managed manually by application and the complete request estimation is calculated automatically by Clarive.
- Test plans managed by Clarive.

Clarive has also proven its huge capabilities to keep complete traceability from the changed lines of code to implement an RFC to the deployment job to production, keeping track of all the bugs detected in every stage and giving easy access to quality analysis and tests execution results.

One of the keys to select Clarive as the Application Release Automation (ARA) platform for Jazztel is its ability to integrate seamlessly with any piece of software already in use.

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ABOUT CLARIVE

Clarive Software provides a DevOps lifecycle management platform for the evolving enterprise across every platform and environment. Founded in 2010, the company is headquartered in Spain and today has offices in the Brazil, UK, and Belgium. Its senior management team has close to 25 years of practical experience in ALM, release and deployment management. Clarive has been named as Gartner COOL Vendor DevOps 2015 and its product gets great recognition from analysts within OVUM, Gartner, and Forrester as well as within its rapidly growing customer community. For more information, Please visit www.clarive.com.

ABOUT COLLABNET

CollabNet is a global software and services company that allows leading enterprises and government organizations to deliver high-quality software at speed. With our platform and services our customers develop and deploy cutting edge applications by empowering their teams to scale enterprise-wide agility and DevOps across their software development lifecycle. With CollabNet, teams can work together to envision, build and deliver great software with confidence. Visit www.collab.net.

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