Fortune 50 US Bank
Achieves IT Modernization with Quali CloudShell Intelligent Automation

Massively Scale out IT productivity while Dramatically reducing R&D Infrastructure Operational costs.

Customer Profile

This major 150 year old North America based banking institution has over $1.9T in assets, 6000 branches globally, and 260k employees. The network and security team under R&D is a critical component of the customer's overall IT release chain and functions as the single source for validating legacy and next generation IT services and applications.

Business Goal

The primary goal for the customer was to increase innovation agility to meet the growing demand of their digital customers for modern online services, while balancing high levels of security and compliance. At the same time they needed to reduce CAPEX and OPEX spending and enable the R&D and test teams to respond quickly to network infrastructure upgrade requests. Using Quali's CloudShell Lab as a Service (LaaS) approach to their R&D innovation centers tightly integrated with intelligent dev/test automation, they were able to achieve their vision without compromising on security.

Main Challenges

The bank needed to innovate fast and the R&D team was fully on board with an ambitious release plan. However, the director of network and security team in charge of multiple labs faced multiple challenges:

- Prevalent manual processes means slow pace of innovation

- Tedious handoff from requirements gathering to test translates to multiple iterations between the R&D team and the QA team

- Different teams requesting the same physical resources at the same time causes unpredictable service bottlenecks

- Custom scripting prone to bugs and low repeatability further causing compliance deviations at times

- Complex lab management requiring expert knowledge of many different technologies including legacy infrastructure and applications leading to a complex stack built up over the years. Change management brings additional complexity

- Limited budget for additional lab equipment investment meant efficiency has to be 100%

Solution

Already using Ansible and Terraform opensource, they briefly considered building a solution in-house but didn't see that as a viable option. To resolve their challenges, the company needed a way to:

- Offer 1-click self-service access to POC, Dev, and Testing environments
- Automate the environment lifecycle from set-up to tear-down
- Manage updates, deployments, and rollbacks of the Production environment
- Easily automate using existing scripts
- Create dynamic sandboxes with parameterized blueprints for each use case

Having used Quali's platform at a previous company, the CTO knew that it could help speed time to market, increase the productivity of the Sales and Dev teams, automate business processes, and improve product quality.

Expected Outcomes

With Torque this company expects to:

- Speed time to market
- Increase the productivity of the Sales and Dev teams
- Automate business processes
- Improve product quality

LEVERAGING TORQUE AND AWS, THIS BANK CAN NOW:

Provide environments to global teams in under 5 minutes

Consume native AWS services

Increase development speed with dynamic environments

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