

CASE STUDY

Leveraging DevOps for a Next Gen Insurance Platform

Fortune 100 Insurance Provider Utilizes DevOps to Deliver a Better, More Efficient Customer Experience

The Challenge

As one of the largest insurance providers in the east coast, the Fortune 100 insurance provider serves millions of consumers and businesses globally. They understand that the insurance world is evolving and is leveraging their technical expertise to drive a competitive advantage. One of their applications allows customers to pull all the repair shops in a selected radius, choose the one they want, get an estimate of their damage, and request a tow-truck – or even rental car service – to meet them wherever they are. This is one of several applications they launched to dramatically change the user experience and redefine what an insurance company can do for its customers.

The company needed a faster, easier way to bring their application services to market, supporting multiple weekly deployments to get features to market quickly, and providing strong feedback loops for product teams and the business.

The Solution

cStor experts engaged the insurance provider to determine how best to transform the application portfolio, develop a platform from which to rapidly develop and provide services, and a process to seamlessly launch these applications and their surrounding services rapidly onto the platform.

As a forward-thinking company, the insurance provider assured cStor that they were doing internal DevOps. And yet, while they had cloud, DevOps, configuration management and infrastructure teams working together, it was still taking more than 18 months to implement features into production applications.

Overview

- Industry: Fortune 100 Insurance Provider

Challenges

- Long Application Development Cycles
- Limited Development Capabilities
- High Customer Demand for Continuous Improvement

Solution

- Consulting and Optimization Services
- IaaS AWS Architecture
- Cloud-Based Self-Service Platform
- Chef Infrastructure Automation
- Docker DC
- Jenkins Automated Unit Tests
- JFrog Artifactory
- AlienVault and Cyberarc Vulnerability Scanning
- IBM Business Process Manager
- Agile Coaching

Business Benefits

- Reduced development environments from 45 days to 30 minutes
- Drastically Improved Service Delivery
- Increased Deployments to 10+ Per Day
- Improved Control and Increased Agility of Production Environment
- 5x Adoption Rate from Previous Platforms



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The project was so successful it's now a corporate-wide initiative for all markets and for the on-premise datacenter, allowing development teams to iterate quickly and gain more control over the services being deployed to production.

The Solution (cont.)

The Fusion Platform (PT-FP) was a centralized platform Xentaurus helped design to give developers code-platform capabilities. The new platform allows for the development of both container and VM based applications, and leveraged Docker for portability.

As one of the largest global insurance providers, security was also an essential component to ensure compliance with international security policies, as well as responsibly housing and delivering data to applications. An embedded security model was employed from every developer environment to production code from development through production.

AWS Architecture and Cloud

Self-Service

Development of a new IaaS environment in AWS simplified the user-account strategy to allow tiered access, dramatically simplifying identity, data and security management. An environment and workload based self-service platform was deployed leveraging established public cloud services and allowing developers to try new AWS features within a secured framework. Central management of all OS and 3rd party application configurations was created across both private and public cloud using Chef.

Docker and CI/CD Pipeline

Docker DC was implemented and built into production clusters to allow secure build and promotion of containers into production. Both Jenkins and JFrog Artifactory were implemented for CI/CD, leveraging Jenkins Automated Unit Testing, Artifact building, and security integration (AlienVault and CyberArk Vulnerability Scanning). IBM BPM and pivotal legacy environments contained pointers and secure points of entry for integration.

Agile Coaching

cStor led the Agile transformation of the infrastructure organization consisting of 400 employees and six teams. Implementing both SoS (scrum of scrums) and daily standups, retros, and mob-programming, cStor moved teams to a fully scrum-based Agile environment, with both infrastructure and feature code teams participating.

The Results

By leveraging deployment automation, developers can now get their environments in 30 minutes instead of 45 days. What's more, new services can be developed and delivered in a fraction of the time it took to develop previously – and with more than 10 deploys per day. The new platform provides the insurer with unprecedented agility, allowing development teams to iterate quickly and gain more control over the services being deployed to production. The project was so successful for the consumer unit (\$16B), that the insurance provider is rolling it out company-wide with five times the adoption rate of previous platforms.

Let's Get Started

Learn more about how cStor can work with your team to capitalize on today's leading technologies and maximize your IT investments. Contact cStor to schedule an appointment today.

About cStor

cStor helps companies strategize, create and implement data center, digital transformation and cybersecurity solutions that help clients leverage IT to enable business transformation, reduce costs, minimize risk and gain competitive advantage.



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