



Enhanced Application Lifecycle Management utilised to align SBV IT and Business objectives

Microsoft ALM methodology improves developer productivity

CLIENT NAME:

SBV Services

INDUSTRY:

Financial Services

LOCATION:

Nation Wide, South Africa

EMPLOYEE SIZE:

1 000+

BUSINESS IMPACT:

- Enhanced Application Lifecycle Management
- Increased developer productivity
- Improved collaboration
- Better visibility, transparency and accountability
- Reduced administrative overheads

BUSINESS CHALLENGE

SBV Services, the leading cash risk management company in South Africa, offer a comprehensive, seamless cash risk management solution to their clients. SBV was established in 1986 by the then three major banks in order to optimise operational savings through co-operation between the banks in respect of processing and secure transportation of bulk cash. The organisation has since evolved into an independent commercial company equally owned by the four major banks in South Africa. Clients range from the major retailers and banking institutions to fuel retailers and wholesalers located nationwide.

Rated as the best risk management company in the world, SBV invest significantly in their technology and intelligence networks to ensure world class service delivery. With a national footprint and over 1,000 employees, the technologies utilised in day-to-day operations are vital to the successful delivery of risk management services to clients.

Belay, a specialist IT services and solutions provider, was commissioned by SBV to conduct an Application Lifecycle Management (ALM) assessment to uncover opportunities for improvement and increased agility, advance transparency in project development, and ultimately improve customer and business satisfaction.

“The IT department is the heart of our business at SBV, yet the challenges to meet business demands for fast delivery of innovative, high performing applications and services and the concurrent need to manage costs are vast. To help our application team deliver more predictably against business objectives, we made a strategic decision to employ external expert services to assist us in building the agility needed for business success”.

Heinrich Kaps, Development Manager, SBV

“Successful organisations are those that can quickly adapt to changing markets, compliance demands and other challenges. The ALM solution provided by Belay has brought the entire software development lifecycle together in one unified environment so that we can configure workflows and manage everything in one system with a set of proven processes supported by tools that integrate team members and activities”.

Heinrich Kaps, Development Manager, SBV

SOLUTION PROVIDED

The ALM assessment conducted by Belay used the Application Platform Optimisation (APO) Model to provide a framework to allow SBV build a sustainable means of prioritising IT investments that fuel business growth. With limited tooling around ALM, SBV were experiencing difficulty with collaboration, tracking and reporting, traceability, communications and adhering to project timelines. Dynamic environments such as that existing at SBV can cause frustration for IT personnel and developers who are often distracted from their principal tasks of application development and improving existing systems, thereby causing major lags in release cycles.

To improve performance within the IT department and align IT with business objectives, Belay developed an iterative roadmap based on a hierarchy of critical needs. Rapid improvements were required in relation to Requirements Management, Traceability, Quality Metrics, Build Management, Change Management, Application Portfolio Management, Deployment, Stakeholder Management, Project Close and Test Management. The iterative roadmap included recommendations to adopt Team Foundation Server (TFS) and agile development methodologies including Source Control, Work Item Tracking, Microsoft Office integration, Build Services, Release Management, Branching and Test Lab.

With help from Belay, SBV replaced disparate and old application development project-tracking and management tools with Microsoft Visual Studio Team System 2010, an integrated application lifecycle management solution. Visual Studio Team System 2010 TFS acts as a centralised repository for all project data so that information resides in one place. TFS also combines project management, work-item tracking, version control, reporting and business intelligence, build management, and process guidance which help to improve collaboration. The TFS implementation has replaced the open source Mantis bug tracking system previously used by SBV. The solution supports the entire development process and allows IT to create higher quality builds more efficiently, collaborate more effectively, and document the process to comply with strict guidelines. Stakeholders and project teams throughout the company now have access to information appropriate to their roles using familiar tools.

BUSINESS BENEFITS

The implementation of Microsoft's ALM methodology has improved the speed of development, enabling SBV to better test its applications and better manage the development process, with many of the benefits being passed on to customers.

SBV has realised significant process efficiencies, greater reliability of its builds, and easier access to current and historical project information for reporting and audit purposes.

Performance-monitoring and testing tools are now an integrated part of the development environment.

Having all project data in one place has improved collaboration and the company's ability to monitor and report on project status.

Other benefits realised include:

- Improved testing capability and quality
- More stable builds and migrations scripts, thus reducing rework
- Enhanced Application Lifecycle Management
- Increased developer productivity
- Improved collaboration through a common working environment for all members of projects
- Better visibility, transparency and accountability through automatic integration of test results onto a single ALM system
- Shorter development cycles and accelerated product development
- Improved customer and business satisfaction
- Enhanced efficiencies
- Reduced administrative overheads through automated deployment, reduced time, and code reuse
- Database stabilisation
- Early visibility of risks and issues allows proactive management of the stability of the development process

"The ALM methodology implemented at SBV does an incredible job of supporting the organisations agile development processes and better aligns development efforts with business goals. The reporting and visibility made possible supports SBV's goals by keeping everyone involved and informed".

Mark Biagio, Manager, Belay