



CASE STUDY

SPAREBANK1 DRIVES RAPID DEVELOPMENT CYCLES ON THE IBM i WHILST IMPROVING SOFTWARE QUALITY, REDUCING COSTS OF ENVIRONMENT MANAGEMENT AND COMPLIANCE BY 70%



The Customer

SpareBank1 is a leading supplier of Financial Services in Norway, with a broad offering including loans, savings, advice, insurance and pensions for personal and corporate customers.

NICE, the core Insurance application of Sparebank1, has been key to the company's growth with a reported 25% of SpareBank1's traditional banking customers also purchasing their Insurance product. The NICE Platform runs on IBM i and is used daily for sales, claims and policy administration by users across the bank's branch network. ♦



Problem

To develop SpareBank1's insurance business, the NICE application team developed detailed change management processes to ensure the integrity, security and quality of the updates delivered. Initially a limited number of releases per annum was sufficient, coordinated using an "in-house" built solution. This self-crafted toolset became an important asset for SpareBank1's delivery cycle.

However, as SpareBank1 insurance business grew and customers and business owners demanded more regular releases, additional automation had to be built into the existing processes.



Search for a Solution

SpareBank1 researched the market for toolsets to assist in the delivery of their optimization and continuous improvement program and discovered that IBM themselves recommend ARCAD Software and have formed a joint R&D and marketing program between IBM Rational and ARCAD.

The vision of ARCAD's entire DevOps toolchain aligned exactly with SpareBank1's goals to deliver more rapid changes for the IBM i whilst maintaining the quality and performance of the NICE application as the success of the SpareBank1 Insurance business continued. ♦





Objectives

Having built their own change and release management processes, the NICE application team were keen to realise this investment and map their processes directly to a new “best in class” toolset with additional value offered out of the box. Sparebank1 researched the market and short listed a number of vendors to deliver against this goal of continuous improvement. Many vendors attempted to bid for Sparebank1’s demanding requirements but ARCAD delivered the most rapid “quick wins” and proved the most superior long-term solution. ♦



Key Value delivered by ARCAD Implementation

Sparebank1’s experts quickly saw the potential of the ARCAD architecture and its unique application metadata repository. They found that a continually synchronized “knowledge base” of their source, database integrations and application architecture saved time and effort, right across the development cycle.

- **Concurrent development simplified:** Using ARCAD, Sparebank1 manage concurrent development branches and have better control over the content of each release. Specific value has been realized from ARCAD thanks to optimized co-ordination of parallel projects involving extensive changes in key programs. With ARCAD, the NICE development team can more easily merge code, objects, and programs and even complete applications with less risk and better quality.
- **Productivity in mundane and error-prone Application Analysis:** ARCAD allows developers to graphically

analyze for impacts across source code and database, delivering immediate results with minimal effort so that programming changes can be delivered faster and more accurately.

- **Optimized build and test phases:** Following the changes to the code, the ARCAD repository knowledge optimizes the application build, ensuring that only the dependent components are recompiled. The same ARCAD repository knowledge saves time during regression test, ensuring that only the impacted test scenarios are executed.
- **The guesswork of “who has done what” eliminated from the release process:** Most importantly, with automation of build and deployment and ARCAD’s unique “roll-back” capabilities, the SpareBank1 team were able to rapidly resolve defects buried in complex multi-layered applications. Code and configuration settings could be quickly deployed into and out of the LPARs. “The guesswork of whether defects were environment-related and also which component caused a particular defect was eliminated entirely” commented one executive at Sparebank1.
- **Compliance Costs Eliminated:** Compliance meetings became a simple process of “log-in to our ARCAD solution and check for yourself” to the auditors.
- **Process Improvement:** As the NICE development matured in its use of ARCAD, the entire team was able to continually improve their processes, packing higher quality functionality into each release and delivering compliance reporting.
- **Re-use of existing IBM i deployment Assets:** SpareBank1’s previously written deployment “macros” were easily integrated into ARCAD, offering an additional change management reporting layer to keep stakeholders informed of release status. ♦



Results

SpareBank1 NICE team have achieved:

- Cost reduction of 70% in management of Environment Issues i.e. deployment of code to the correct environments: Dev, QA, Production
- Continuous improvement: reduced time spent in juggling, switching and transferring between environments means that developers can focus on development and delivery of higher quality software
- Downtime caused by faulty delivery has been eliminated by new DevOps processes
- a new automation process has ensured that SpareBank1’s wider (non-IBM i) IT ecosystem now need to keep up with the NICE team’s advanced DevOps processes
- Sparebank1 now plan to deploy GitHub Source Code Management with ARCAD to driver further business value. ♦

“ARCAD has already delivered on its promise of helping my team **in bringing IBM i into the modern DevOps world.** By investing in ARCAD, Sparebank1 Insurance is now ready for the new challenges ahead, partnering with other Banks to offer a wider “Digital Experience” with mobile and web channels integrated with our core IBMi insurance system. ARCAD supports **the way we are working** by providing the building blocks to ensure that the NICE Team can continually deliver on their **business objective of Consistent and Continual Improvement.** ARCAD has enabled my team to effectively leverage the real value in our legacy IBM i application to drive business value for SpareBank1”,

Nina Zahedi Meier,
Team Leader NICE
Core Insurance
Application
Development

