CASE STUDY

BANQUE PALATINE REDUCES DOWNTIME RISK AND ELIMINATES "OUT-OF-HOURS" WORKING, ORCHESTRATING APPLICATION DEPLOYMENT ACROSS IBM i, AIX AND Z/OS WITH ARCAD'S DROPS

BANQUE PALATINE
L'Art d'être Banquier

BPCE

Customer

With a history going back over 230 years, Banque Palatine is a branch subsidiary of the mutual group BPCE, a Top 10 European Bank and the 2nd largest banking group in France. Its core businesses are retail banking, private banking and asset management with a business focus on the midsized corporation sector (ETI) i.e companies whose turnover exceeds 15 million euro.
Today Banque Palatine has a network of 50 agencies in France, offering expertise in asset, legal and fiscal engineering, investment consulting, corporate finance, real estate, international operations. Banque Palatine also offers a complete Equity trading service to over 11,000 corporate clients and 70,000 private investors.

Problem

Banque Palatine has been running the 3rd party core banking system, SAB on IBM i (aka iSeries, AS/400) since 2006.
BPCE-IT - the shared IT service at BPCE Group - on behalf of Banque Palatine is responsible for implementing application updates provided by the SAB vendor.

Bruno Parriaud, Cross-Functional Manager at BPCE Subsidiaries Operations Management, explained Banque Palatine's key driver for change: "To keep up-to-date with vendor releases, **any updates to the User Interface components of the SAB solution (SAB-AT) had to be installed manually on the AIX and Windows servers during a limited "out-of-hours" maintenance window, requiring the teams to be present on-site in the evening**".

Adding further complexity, Banque Palatine is now on course to migrate their core banking system to the Banque Populaire Equinox system, which runs off-platform on mainframe z/OS. To smoothly manage the transition, the bank had no choice other than to standardize on a secure, automated and scalable solution for deployment automation, **compatible with their old and new technologies, namely IBM i, AIX and z/OS.** ◆

Application Release Orchestration (ARO): Selection Criteria

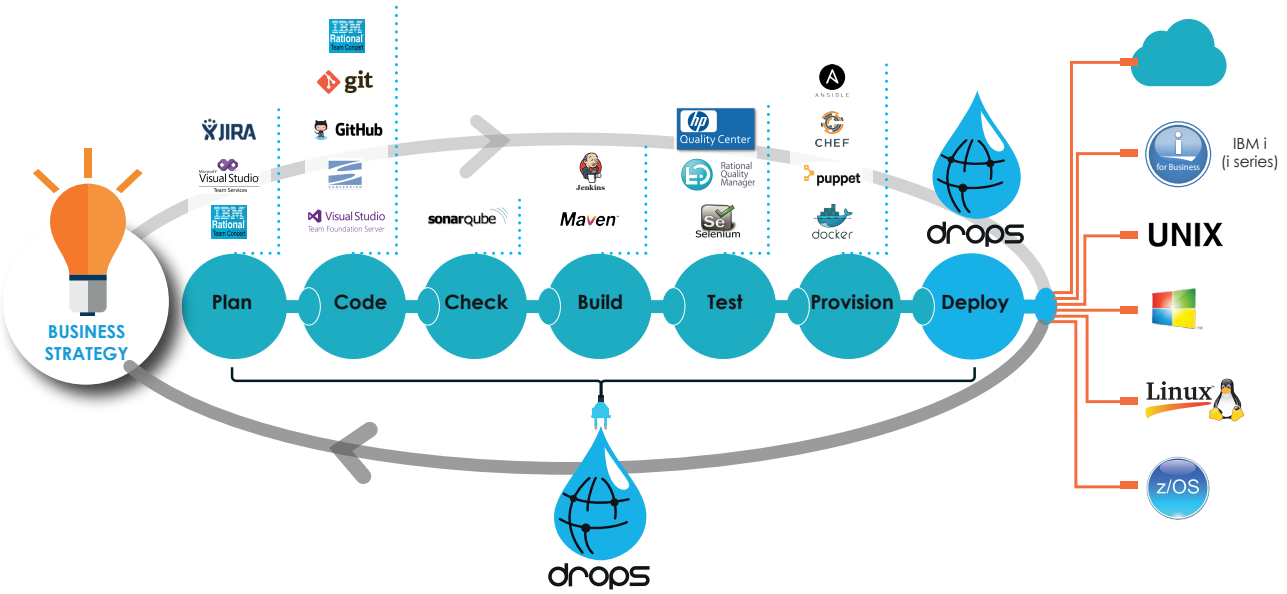
To meet their diverse multi-platform deployment needs, Banque Palatine embarked on the selection of an Application Release Orchestration (ARO) solution in 2014, identifying several key requirements:

- **Security of application deployment**. The criticality of their core banking system and the potential cost of production downtime meant it was vital to eliminate the business risk of faulty deployments. This meant having an automated system to "roll back" to a previous, stable version in the case of any incidents.
- **Elimination of risk of human error**. Having prior experience of manual deployment out-of-hours - and the painstaking consistency checks on the transferred application - the production team made the maximisation of "automation" a key criteria in their choice of a new solution.
- **Reduced cost and duration of deployments.** In a competitive market and to maximize application availability for users, Banque Palatine sought to implement a DevOps approach of frequent delivery of small subsets of changes which was a key directive to meet the objectives of the bank's "2020 technical action plan" introduced by the BPCE executive committee.
- **Drive for standardizing the DevOps process through support of multiple platforms.** To ensure that BPCE can realize the value of its investments in DevOps tooling the bank demanded a single, common system for deploying across all their platforms, offering end-to-end transparency and control right across the release process. ◆

Solution: ARCAD for DevOps and DROPS

After a thorough functional analysis and Proof of Concept (PoC) within their own technical environment, Banque Palatine selected the DROPS solution from ARCAD Software in 2016. The conclusions of the POC revealed that DROPS offered superior functionality in each of their primary criteria:

ARO Selection Criteria	DROPS ADVANTAGE
Security of application deployment	DROPS offers built-in, automated emergency rollback on error, across all platforms "in-sync".
Elimination of risk of human error	DROPS supports continuous integration and continuous deployment (CI/CD) to identify and eliminate defects at the earliest (and least costly) stage in the process. DROPS reliably automates the deployment of software and database artefacts including changes in database structure.
Reduced cost and duration of deployments	DROPS and ARCAD for DevOps utilize unique dependency knowledge to optimize the deployment process and deploy only the precise artefacts needed to ensure application integrity in production.
Support of / openness to multiple platforms	DROPS is a high performance and multi-platform solution providing a common orchestration layer across both legacy and digital application development, on IBM i, Windows, UNIX, Linux and z/OS platforms, open and integrated with existing enterprise DevOps toolchains.



Key Value delivered by DROPS

Bruno Parriaud pinpointed the key value of the DROPS implementation at Banque Palatine:

- Co-deployments of IBM i objects and graphic components in a single package processed through DROPS,
- On-demand assembly of SAB vendor deliverables to build releases for unit tests or modular or global application updates
- Automation of multi-environment deployments (multi-platform, multi-instance, ongoing or deferred processing mode)
- Grouping of components into independent packages to ensure the integrity of transfers to production via DROPS
- Secured application integrity (automatic rollback controlled by DROPS in case of error during deployment, OR rollback initiated from a specific business request) ◆

Results

With DROPS, the BPCE-IT team have achieved:

- **Quality goals in relation to risk management (eliminating the risk of human error)**
- **Elimination of evening work**
- **Time savings on deployments (automation means staff can concentrate on value-added tasks)**
- **Stable environment**
- **Future-proof DevOps solution that meets the BPCE Group's new consolidation challenges.** ◆

"Our manual deployments could take 20 hours to complete - outside of office hours. DROPS has massively reduced deployment effort. We've saved manpower – eliminated evening work – and reduced the risk of error. In our time-critical environment, DROPS guarantees stability in production with automatic rollback. By choosing DROPS technology we have future-proofed our Release Management pipeline across all technology platforms at BPCE".

- Bruno Parriaud, Cross-Functional Manager, BPCE Subsidiaries Operations Management