zensar

Elevating Developer Experience for a UK-based Insurance Company With End-to-end DevOps Transformation Using Azure
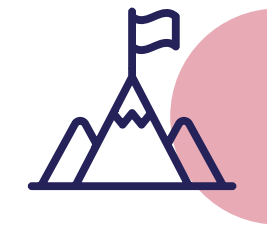
Case Study

An RPG Company

Overview
**Redesigning experiences for
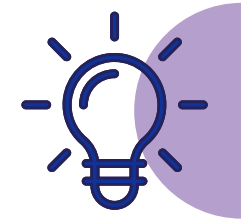a multinational insurance company**

Our client is a leading, UK-based multinational

insurance company providing a comprehensive range

of life and non-life insurance products and services.

The client approached us to improve its developer

experience by setting up an environment to attract

and retain the right talent and future-proof its current

tech landscape.

Challenges
Sub-par developer experience

- Difficulty attracting and retaining top talent due
  to a less-than-ideal developer experience.
- Inability to keep up with constantly evolving technologies,
  leading to potential obsolescence of the current setup.
- Lack of automation in the Azure DevOps' CI process,
  leading to manual and time-consuming processes.
- Poor code quality and absence of a code quality process.
- The use of heterogeneous tools (Jira and Azure) creates
  disjointed workflows and inefficiencies.
- Integration challenges between the planning and CI-CD
  processes lead to fragmented workflows.
- Teams not fully enabled to use Azure Boards and
  SonarQube, hindering productivity and efficiency.

Solution
End-to-end re-platforming exercise

Discovery phase:

- Analyzed the client's digital development teams' current setup and processes.

- Designed a reference architecture for implementing the tenets of continuous everything.

- Created a roadmap for the future state, including tooling, processes, frameworks, etc., along with a rollout plan for timelines, roles and responsibilities, training, and costs.

Implementation phase:

Creating developer efficiencies: offered local development container environments, reducing the application containerization efforts being pushed to the DevOps team – reducing effort and enabling them to focus on higher-order tasks.
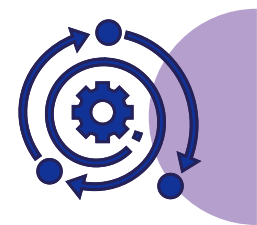
Continuous everything:

- Migrated from Jira to Azure Boards and Confluence to Azure DevOps Wiki.

- Implemented tenets of continuous everything: code analysis, build automation, test automation, deployment, logging and monitoring, and toolset integration.

Rollout:

- Defined new roles and responsibilities, introduced new processes and frameworks, and offered training to re-skill and up-skill.

- Aligned the release strategy with continuous delivery principles and introduced specific toolsets to leverage microservices.

Impact
Faster release times with better developer experience

- **5x faster** release cycle with CI/CD toolchain.

- **30 percent lesser defects** due to the implementation of quality profiles in Sonar.

- **Seamless integration** with the existing CI/CD pipeline and the capability to perform automated code build and deploy.

- **Better collaboration** by consolidating tools in a single Azure DevOps platform.

zensar

An RPG Company

We conceptualize, build, and manage digital products through experience design, data engineering, and advanced analytics for over 145 leading companies. Our solutions leverage industry-leading platforms to help our clients be competitive, agile, and disruptive while moving with velocity through change and opportunity.

With headquarters in Pune, India, our 11,500+ associates work across 30+ locations, including Milpitas, Seattle, Princeton, Cape Town, London, Singapore, and Mexico City.

For more information please contact:
velocity@zensar.com | www.zensar.com