

Leading Online Food Services Platform Reinforces Its Digital Transformation

Case Study



Overview

Pulling off a complex cloud migration

A leading multinational B2B food services company, with an annual revenue of \$13.9 million and operations across 14 countries, was two years into its digital transformation journey.

But the planned release pipeline, a crucial solution component, was a manual process that required the release manager to orchestrate the deployment of a build to various environments, including production (prod), user acceptance testing (UAT), and test environments.

Zensar's brief:

- Accelerate delivery and turnaround times by automating the DevOps process.
- Increase the throughput, reduce the defect density, and improve the availability of the QA environment.

Beyond the brief:

We operationalized “as-is” release predictability and repeatability, boosting business confidence in the results.



Challenges

Poor outcomes due to manual processes

The client’s IT department faced multiple challenges because of the manual processes:

- **Quality:** The manual build and deployment processes were resulting in avoidable human errors and sub-optimal quality.
- **Efficiency:** Developers spent a lot of time in building, deploying, and troubleshooting due to lack of automation.
- **Time:** Inadequate release processes resulted in delayed releases, with three hours of mean time to deploy.



Solution

Optimizing DevOps processes

Consulting: We started with Agile and DevOps consulting. This was followed by workshops where we collaborated closely with the client’s team to create an implementation roadmap, covering these key components:

- Quick-win backlog with pipeline enhancements, including SonarQube
- Generic “pipeline as code,” serving 20+ deployment end points
- Definitions for various pipelines
- Plans to build end-to-end pipelines with tools such as BitBucket, Jenkins, and Python
- Processes to train and onboard developers on the pipelines to build and deploy

Implementation: We implemented the Zensar TrueCD framework, encompassing key services:

- Continuous business planning
- Build and deploy
- Testing
- End-to-end automation
- Monitoring and optimization

Solution enablers

Tech stack:

- Bitbucket
- Jenkins
- NodeJS/Python/.NET
- SonarQube
- Cloud Build
- Cloud Source Repositories
- GCP – Google App Engine
- GCP – Storage Buckets

Zensar services:

- DevOps consulting
- DevOps implementation



Impact

Greater IT responsiveness to business needs

- Improved mean time to deploy by 75 percent — from three hours to 45 minutes
- Enabled near-zero human errors by automating mundane tasks
- Enhanced consistency, accuracy, and reliability with data syncing in the test environments and mock interfaces

Business outcomes:

The solution optimized IT efficiency, which in turn enabled greater business agility in a highly competitive industry.

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