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# A DevOps frame of mind

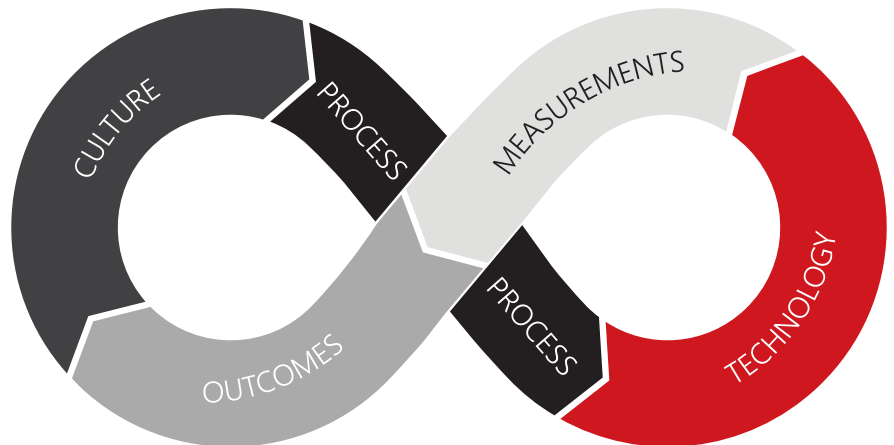
**At a time when clients expect high-quality solutions in shorter timeframes, we have increased our ability to do this by encouraging and developing our DevOps culture of delivery.**

DevOps is a blend of development and operations and redefines the relationship between these two critical functions within software development. DevOps teams are leaner, have a faster time to market and ensure added value for our clients and employees. DevOps cuts out the clutter and brings development closer to the business needs, allowing teams to deliver the necessary business value within budget and relevant timeframes.

Shifting to DevOps means transforming the development culture into one of ownership. Clients inevitably benefit from the increased efficiency and continuous delivery pipeline that is inherent in the DevOps way of creating value, with an added benefit that the software engineers themselves are empowered in the full life-cycle of their projects. This ownership ensures a sustainable, stable infrastructure and a constant stream of innovation.

## DevOps means

- › Built-in quality
- › Continuous improvement
- › Faster time to market
- › Proactive monitoring and alerting
- › Continuous deployment with minimal client impact
- › Addressing operational concern by shifting left early in delivery



## How DevOps has added value for our clients

### In the banking sector

As a leading internet, personal and business banking service provider in Africa, our client was looking for a software solution that would enable them to ensure 24/7 uptime while creating a sustainable path for implementing new products and services that wouldn't disrupt operations. DevOps provides exactly this.

Traditional operational tasks such as back-ups, monitoring, reporting and alerting were automated in line with DevOps practices. This allowed our team to focus on quality improvements and developing new features. A testament to the effectiveness of this team is that they are able to build and deploy a new server in 15 minutes with no client impact. Couple that functionality with the proactive monitoring systems and you have a bank that can detect and solve issues before the customer even notices. Over the past seven years, this cost-effective DevOps journey with our client has resulted in a never-ending cycle of improvement with a core team who are responsible for the code they write.

### In the telecoms sector

When one of our major telecommunications clients was looking for continuous integration, perpetual delivery, automated build-and-deploy environments, and an automated testing unit we knew DevOps would be the correct path to deliver beyond their expectations. Over the last three years we have taken the time to learn, improve and grow the client's systems to best optimise their offerings. We have

concurrently developed effective monitoring and alerting solutions for application and platform related events, and deployed automated regression testing in the staging environment to allow for efficient feedback.

### In the financial sector

For our client in the sports betting industry, having software that can rapidly adapt to market and business requirements was a vital consideration in finding the correct solution. We knew that shifting to DevOps would provide this functionality and ultimately give the client the highly-responsive system that they required.

Having an environment in which deliverables could constantly be aligned to the business needs was therefore fundamental in ensuring project success. To help ensure a smooth transition into the DevOps culture, we partnered with our clients and provided certified agile training. With our client fully onboard, we shifted the company culture and structure to one that was DevOps-friendly. Our solution was a responsive environment that could keep pace with the demands of the sports betting industry. Within two days we design, develop, test and deploy into a test environment, meaning that new features can be added almost as quickly as the clients asks for them. Our success in this project lies in this clutter-free environment where not only can new features be rapidly deployed, but old features can be adapted or retired as business needs dictate.

By spotting and addressing gaps in the market

quickly, our client can out-flank their competition and have a bigger market share. This flexible solution also means legislative changes can swiftly be deployed.

The beauty of the DevOps solutions for this market especially lies in a fail fast approach. What-ifs can be developed and tested and if found not to work for the client, at most it is only a day wasted. This is true agility through DevOps.

## | Instrumental DevOps practices

- › A shared culture of ownership and responsibility
- › Multi-disciplinary and autonomous teams
- › Real-time communication
- › An environment of learning
- › Continual monitoring
- › Responsive application delivery with flexible scheduling
- › Performance testing through key measurements
- › Technology and products as enablers
- › Successful changes to eliminate rework
- › Outcome focussed

## | BBD at a glance

950+

IT professionals with  
deep expertise



An international  
software firm

37+

Years in  
business



Diverse industry  
knowledge



Collaborative  
approach

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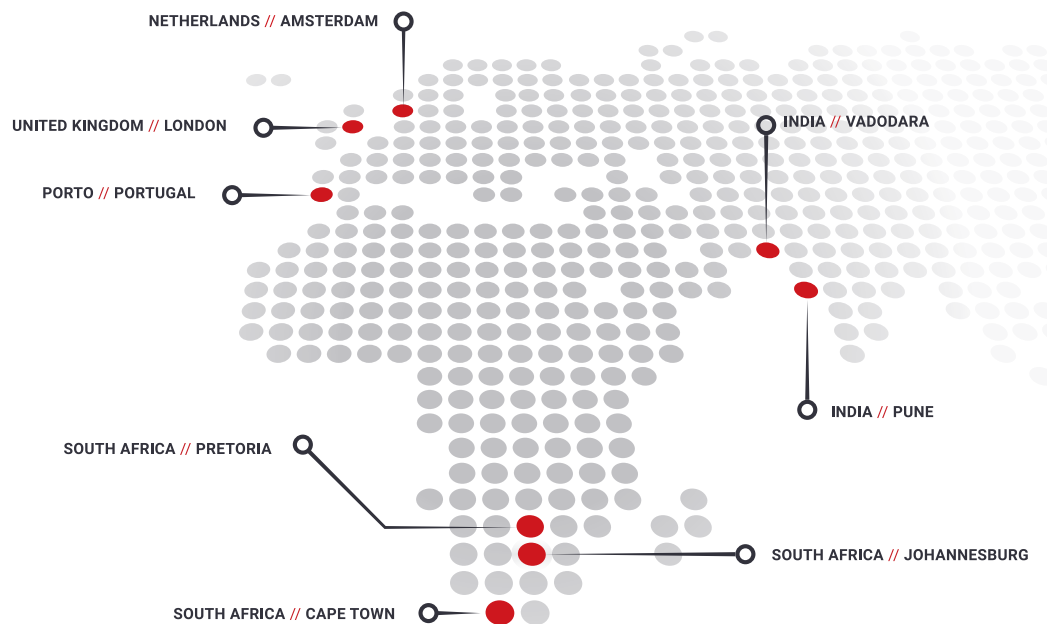
## About BBD

BBD has had a reputation of delivery for almost four decades. Our expertise in the private and public sectors have resulted in a wealth of understanding on how to use technology as an enabler of business transformation and modernisation.

We provide effective business solutions to suit our clients' needs, using a consultative approach and drawing on our people's diverse range of experience and skill.



BBD is a level 1 B-BBEE partner, with a 135% B-BBEE recognition level and is over 51% black-owned.

## Our international footprint



## Get in touch

If you'd like to engage with us, we'd love to hear from you.

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