

Major Canadian Bank

Increases customer loyalty through innovation with CloudShell self-service labs

KEY BENEFITS

Reduce New Release Timelines

By at least 30% at onset of solution implementation without reducing thoroughness of testing.

Reduce Network Downtime

By increasing reliability and faster troubleshooting: every hour of downtime reduction will save the company \$110,000 in average.

Improved Quality

By authentically replicating their complex production environments and exposing them to the dev/test teams.

Balancing need for speed of new releases with quality to meet tight security compliance and performance requirements.

Customer Profile

A large Canadian bank has over \$500b in assets, 45,000 employees and 900 branches. Their application engineering team is on a journey to roll out a new digital consumption platform to their customers while increasing reliability and performance of the underlying infrastructure.

Business Goal

The customer needs to build a high level of loyalty with customers by delivering an improved experience with a new, easy to use digital consumption platform, and ensure modern infrastructure services that are aligned to support that goal. Using Quali's CloudShell with intelligent automation and self-service capabilities for their dev/test labs and R&D centers, they are well on the path to achieve their vision to reduce timelines of solution implementation without reducing thoroughness of testing and impacting quality.

Main Challenges

The business demands speed from Dev/Test teams to improve business agility and competitiveness. However, the director of Network Services is facing multiple challenges:

- With workload increasing, the human resources are not correspondingly increasing and capital resources are flat.
- Software and Application validation is mostly a manual testing process that is resource intensive. This results in long test cycles causing further bottlenecks.
- Test Environment building is also a manual process, creating lengthy handoff times between engineering teams, especially from test engineers to the certification team and support engineers.

TOP 4 REASONS

Why Customer Selected Quali CloudShell

1 Vendor agnostic

CloudShell allows the customer to integrate with their existing physical devices and provides open interfaces to further integrate other heterogeneous elements in the future.

2 Blueprint-based standardization

Blueprints drive standardization and make it easier to test, validate, and certify solutions helping strengthen the compliance process, governance and easing certification.

3 Better collaboration

Sharing of sandbox environments allows less tech-savvy teams to easily consume and test against available resources, improving productivity.

4 Flexibility of physical and virtual resources

CloudShell provides the choice for the customer to use both physical and virtual resources as part of the same sandbox test environment.

Quali Solution

In order to meet their new mandates the Network Services team conducted a thorough evaluation including considering a solution in-house and evaluating multiple external vendors. Eventually, they selected the Quali CloudShell solution.

The CloudShell solution provides the following key features to address the customer challenges:

Web Based Blueprint Modeling



Simple new environment modeling from a web based canvas to accelerate the design of new environments

Self Service Blueprint Catalog



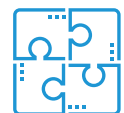
To offer “cloud-like” capabilities and enhance productivity and collaboration between different teams.

Out of the Box Automation and Resource Reservation Scheduling



To maximize asset productivity and decrease the need to purchase additional equipment by sharing available resources.

Deep Integration with Test Tools and Frameworks



To standardize test execution workflow against relevant environment resources and improve release quality.