



Turkish Economy Bank Accelerates Application Delivery with Automic

Turkish Economy Bank (TEB) offers personal and corporate customers a comprehensive range of financial services. As the most innovative and practical bank of Turkey for its customers and personnel. Since entering a joint venture with BNP Paribas in 2005, the bank has aggressively expanded its retail network in Turkey. Driven by sustainability and profitable growth, together with its professional personnel, TEB is strictly committed to service excellence and customer satisfaction.

Technology is integral to business innovation at TEB. Launching its CEPTETEB digital banking platform services in 2014, TEB was the first bank to provide iPhone mobile banking services to customers in Turkey. It was also the first to permit ATM withdrawals using QR codes with no need for a physical card. Increasingly TEB getting new IT application functionality and features into the hands of its personal and corporate clients faster, if it is to stay one step ahead of the competition.

Business Challenges

TEB relies on a mixture of internal and third party development teams to create, enhance and maintain custom banking and other financial service applications, built using Java, .NET and PL/SQL. While there were established development and release procedures for their in-house teams, manually deploying packages created externally was complex.

BUSINESS CHALLENGES

- Reduce errors and timescales for application releases
- Remove manual interruptions from complex deployment processes
- Optimize distribution of workflows across all environments
- Embed approvals in to enhance quality release lifecycle
- Implement COBIT compatible auditing

AUTOMIC SOLUTION

- Managed file transfer
- Orchestration of TEB's software development and test management toolset
- Integrated request management and approval system
- Activity logging and audit reporting

CUSTOMER BENEFITS

- Faster delivery of new services to TEB clients
- Scalable release platform for CEPTETEB and other apps
- 75%+ resource savings
- Compliant IT governance



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Fatih Uysal
Configuration and Service Management Project Leader

"We use three workflow processes to get new code and updates developed by our outsourcing partner into our systems," said Fatih Uysal, Configuration and Service Management Project Leader, TEB. "Files need to be transferred files from one set of folders to another. These files are then bundled into packages we can deploy to our internal systems. If the target platform is a production system, there are extra approval and authorization steps. These processes became increasingly time consuming and error-prone as we outsourced more development projects. Manually controlling these workflows was slowing us down getting new features to our customers."

It would take 4-5 people 4-5 hours to roll out each release at TEB. There were also compliance issues as no record was kept of what was getting deployed by who and where etc. Action needed to be taken and TEB counselled Automic, its existing workload automation provider, for advice on how to manage its application release processes.

Automic Solution

TEB had defined its own release toolchain with the workflows it was using and needed a tool that would orchestrate processes that integrated:

- Source Control Systems
- File System Operations
- Deployment Environment Management
- Quality Control
- Application Server Operations
- DB Operations
- Network Level Operations

Consequently, it was important TEB selected a release automation solution that would connect with Microsoft Team Foundation Server, Maven, IBM Rational CM and other parts of the tool chain. With so much movement of data between systems, advanced file transfer capabilities would be advantageous. Automic Release Automation (ARA) is addressing these and many other TEB requirements.

ARA's model based architecture allows TEB to centrally define repeatable deployment workflows that determine what packages are to be deployed where and how. Staff can monitor the progress of workflows using ARA's user interface where pending release requests can be reviewed and approved. Automated alerts ensure any errors get immediate attention and correction. A comprehensive log of release activity is used within TEB's COBIT framework to provide information (generate reports?) that ensures IT governance directives are met.

ARA is used by TEB to automate deployments for updates to applications to its CEPTETEB mobile platform as well as asset management, factoring and e-business internet systems. Typically, the bank is rolling out 2-3 new releases each week to 65 production nodes running Microsoft IIS and IBM WebSphere based applications.

"We have a more successful release process than before," said Uysal. "Many, many people used to be involved – today one person is involved when we use ARA. Automating UAT and approval requests has improved the quality of our deployments which help us increase availability."

TEB Benefits

With ARA, TEB ensures that the right code gets deployed and correctly configured every time. In addition to helping meet regulatory compliance requirements, the bank has managed to achieve resource savings of more than 75% by automating its release workflow with ARA.

"The biggest benefit we get from ARA is consistency. Having standard release processes enables us to enforce deployment best practices and comply with regulatory directives. It also removes our dependency on people having to be on call and working late hours and weekends, allowing us to deliver new services to our personal and corporate clients faster. ARA will help our business scale as we onboard more CEPTETEB customers and introduce new financial service products," said Uysal.



For more information or product demonstration please visit www.automic.com

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