

CUSTOMER SUCCESS STORY

From Siloed to Streamlined

Optimizing Deployments with DevOpsIgnite

Overview

Since 2002, an Indianapolis-based software company has helped more than 30,000 dentists optimize their practices with custom electronic payment solutions. As the second-largest provider of dental claims, the organization facilitates more than 63 million transactions annually and centralizes electronic payments.

The organization faced challenges with managing its databases and establishing a more efficient procedure for software deployments. Recognizing an opportunity to streamline its deployment process, the organization partnered with AgileThought to create an actionable roadmap for a successful DevOps implementation.

Client Challenges

- › Time-consuming manual builds reduced the development team's productivity
- › Inability to move data across multiple environments prevented real-time solution updates and publishing
- › Lack of integration between the project management system and the Team Foundation Server (TFS) hindered communications between operations and development
- › Insufficient code control created merging conflicts and made it difficult to pinpoint origins of code errors
- › Lack of a structured deployment process reduced speed to market

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VALUE DELIVERED

Concrete 90-Day Plan of Action

After a series of on-site workshops, the AgileThought team established a clear roadmap for both short-term and long-term DevOps success by:

- › Mapping out a branching and merging strategy for continuous integration, allowing for faster failure recovery
- › Implementing a continuous delivery build and a release pipeline to expedite new features and accelerate speed to market
- › Recommending a unit testing framework to drive higher quality code

Based on the DevOpsIgnite insights, a follow-up engagement was secured to put the 90-day plan into action; the AgileThought team provided on-site source control and deployment workshops, as well as refinement of the original pipeline to improve the client's software delivery and resolve quality of service (QoS) issues.

