DEVOPS OPTIMIZATION
Improving Developer Productivity

THE ONLINE CHANNEL OF A LEADING RETAIL BRAND

The business unit is responsible for the online storefront (including credit card bill pay, gift registries, and gift cards) of one of the nation's premier omnichannel retailers, with annual sales exceeding $25 billion. The company operates multiple brands in more than 800 stores in 40 states and several overseas locations, and its online sales are a significant driver of both its revenue and brand presence.

CHALLENGE

Bottleneck Slowing Development Resources

Time to market is a driving issue for this team tasked with delivering the infrastructure needed to support the retailer's website, online campaigns, and promotions – especially during critical periods such as the holiday shopping season, when the retailer generated a significant portion of its annual revenue. The time and effort devoted to delivering "disposable" development platforms put the IT department under considerable pressure and limited the availability of server resources. It could often take days or weeks before the needed server capacity became available.

SOLUTION

Private Cloud for Resource Provisioning

Kovarus proposed a private cloud to support self-service requests and automated server provisioning. The system capitalizes on virtualization technology and uses VMware vCloud Director for management and control. The solution would allow the retailer to create virtual machine templates that could be easily provisioned in a consistent, scalable, and repeatable way – dramatically increasing the availability of development resources. After the retailer accepted the proposal, Kovarus held a series of workshops with the client's IT and development teams to better

"Kovarus helped us improve development productivity and now we can release updates quicker, allowing us to drive more revenue."
  – VP Development, Leading Retailer

understand their needs and discuss the private cloud concepts underlying the proposed solution. These sessions helped Kovarus pinpoint the specific behaviors and workflows of the developers and their precise requirements in areas such as uptime, provisioning time, deployable system images, and user roles and rights. The resulting design and architecture documentation guided the private cloud development and ensured that the solution met all of the retailer's objectives for availability and performance.

SUMMARY

Challenge

- *Constrained access to mission-critical development resources*
- *Delayed turnaround of urgently needed website enhancements*

Solution

- *A private cloud self-service request and provisioning system*
- *Comprehensive solution training and documentation*

Key Business Benefits

Dramatic reduction in provisioning times

- *Boost in developer productivity*
- *Quicker time-to-market for web enhancements*
- *Lower IT administrative burden*

KOVARUS
Integrated IT Expertise

COMPONENTS

Services

- PaaS Design and Implementation Services
- Private Cloud Operation and Management Services
- Operational Capability Assessment and Strategy (OCAS)
- Private Cloud Jumpstart
- Private Cloud Design and Infrastructure Implementation
- Private Cloud Design and Implementation – Operations
- Private Cloud Orchestration and Automation Services

Software

- VMware vSphere 5
- VMware vCloud Director
- VMware vCenter Operations

KEY BUSINESS BENEFITS

The private cloud environment that Kovarus proposed has been a resounding success, allowing the development team to be more proactive and responsive in meeting the needs of the retailer's online channel:

- **Streamlined access to development resources** – Developers can access a self-service request portal at any time with the needed server resources usually provisioned within minutes.

- **Increased development productivity** – Improved access translates directly into higher productivity of the development teams. New web features and functionality can now be released in a shorter time, allowing the retailer to realize revenue from those enhancements sooner.

- **Reduced IT administrative burden** – The IT team now spends less time on the day-to-day administration related to provisioning, freeing them to focus on more strategic issues.

The bottom line is that the retailer has dramatically accelerated the time-to-market for website enhancements, helping it respond to the continually evolving needs of a dynamic and demanding retail market.

About Kovarus

Kovarus helps businesses transform their IT operations into a modern cloud. We work with our clients to create Business Aligned IT Solutions™ by simplifying their IT operations and leveraging the Kovarus Cloud Enablement Framework to effectively deliver applications and services.

Kovarus has helped some of the greatest companies in the world transform their IT Operations. With an extensive array of elite technical certifications and credentials, leading technology partners continually recognize Kovarus for its commitment to excellence and its focus on delivering exceptional customer service.

800-454-1585 Email: sales@kovarus.com kovarus.com
©2016 Kovarus, Inc. All rights reserved.

KOVARUS
Integrated IT Expertise