

Overview

Our client is one of the largest private mortgage insurers, serving lenders throughout the world including Australia, the United States, and Puerto Rico.

They help families to achieve home ownership sooner by making affordable low-down-payment mortgages a reality.

Diaxion complete DevOps transformation for a large Insurance Company

The Business Challenge

Our client was facing start-up disruptors, needing to move to an always-on and more nimble business model to remain competitive in the industry. As part of this they had initiated a business transformation / digitisation program which was going to involve migration of services from mainframe to Windows and Linux based solutions.

Meanwhile IT recognised that they needed to explore new modes of offering services to enable agility and quicker, more predictable and resilient concept-to-release processes.

Without this IT transformation the business transformation would fail to realise the benefits in time and to the degree needed for the competitive landscape.

The Diaxion Solution

Diaxion were asked initially to work with the senior IT management team to educate them on DevOps, the different grades of implementation, and the high-level roadmap options that could be considered. Most importantly, diaxion determined with the management team what the key business goal or outcome should be. This would anchor any potential DevOps program for tangible business benefits realisation.

Once the target grade of DevOps maturity and anchor business goal were identified, Diaxion was engaged to undertake a 'DevOps KickStart' engagement. The DevOps KickStart involved:



Why was Diaxion chosen?

Pragmatic approach and trust by client with Diaxion's ability to partner with the clients' team and bringing them along the journey so that they have ongoing ownership and establish their own capability.

1. Taking the Business Goal:
 - Identify the request to fulfillment boundary for the user
 - Identify the common use cases involved
2. Process map each use case to identify:
 - Each major step involved
 - Per step, what team is responsible, effort time, average elapsed duration, average number of escalations
 - Which IT service or integration service involved
3. Visualise and Optimise the process map to identify the target telemetry and goal metrics
4. Identify the Capability ecosystem needed for the target optimised process map and operating model
5. Identify the roadmap to achieve the business goal
 - Broken into agile 2- or 3-month MVP's (Minimum viable products)
 - Including People, Process, Technology elements
 - Including Organisational Change

With the roadmap defined and agreed, the execution team structure was defined by Diaxion, composed by the client utilising both client and Diaxion resources. Diaxion also provided mentoring and oversight coaching to the product owner for a period.

The roadmap was executed against, providing iterative business benefits to IT projects as it progressed. A continuous feedback and improvement process was established resulting in collaborative prioritisation of the ongoing roadmap and service development. SecOps was baked into all services released for consumption. More frequent and agile vulnerability management was engineered from the base up. This resulted in vulnerability management SLA's being not only achieved but drastically reduced. A project team saw requests fulfilled in a drastically reduced time frame in a predictable manner.

Key challenges encountered on the transformation were:

- People reluctant to document and share knowledge
- Perspective of "why do I need to consider security and operations requirements from the start?"



Diaxion.

Right fit IT strategy and high caliber

delivery for high performing

business outcomes.

Helping organisations with their IT

Modernisation across the spectrum

of People, Process and

Technology

- Administrators and technical specialists having to learn a software development life cycle and automated testing for the first time
- How and why to embrace source code management practices
- “But that is the way we always did it”, “why or CAN we change it”, reluctance to process optimise
- Finding team members with critical thinking capability

Diaxion does not see these as unique to this client; our experience has been that these are very common challenges across many clients.

Success

Prior to Diaxion being engaged the time frame of a request for a consumable through to release was measured in months. Diaxion was able to achieve sub-day results, with no more human involvement for the user to start their work.

Our client achieved the ability to meet the vulnerability management service level agreement in a more efficient, automated fashion with the ability to meet a zero-day vulnerability within 16 hours across the organisation.