CASE STUDY

CGU

Automates Development to Support Rapid Growth with Zero Downtime

Industry
Insurance

Challenge
Time-consuming internal change control processes stood in the way of releasing application updates quickly enough to meet forecasted growth

Results
- Automated and safeguarded the development process
- Enabled 20+ developers to manage development and deployments in 30 environments
- Reduced average code change time by a factor of 10

Products
- Rocket® Aldon Lifecycle Manager (IBM i Edition)
- Rocket® Aldon Deployment Manager

Application
- Software Change Management
- Release Management and Deployment

Company

CGU, a subsidiary of Insurance Australia Group (IAG), has been providing insurance services for more than 160 years. The company sells its products through a network of more than 1,000 intermediaries and 100 business partners. More than 4,000 employees work in its more than 75 branches and representative offices throughout Australia. The company insures nearly half a million properties, more than a million motor vehicles, over 125,000 businesses, and 60,000 farms.

Challenge

As one of Australia's oldest and most prestigious insurers, CGU constantly added or upgraded its software to remain an elite provider of indemnity services. However, time-intensive manual change control processes prevented the company from updating applications at a fast enough pace to meet its forecasted growth.

To support its major five-year IT transformation initiative, CGU turned to PCS Pty Ltd., now Kantion Pty Ltd., a leading Australian IT firm with a focus on helping large organizations manage their infrastructures. The goal was to implement an Application Lifecycle Management (ALM) system that could support CGU's constantly expanding technology requirements.

Solution

David Pickett, Consultant, Technical Services of Kantion explains, "In January 2012, I spent a week with senior technologists from CGU and Insure/90 (a maker of some of the most popular software for the insurance industry). Our objective was to run a comprehensive evaluation of Rocket® Aldon Lifecycle Manager (IBM i Edition) software." Pickett continues, "CGU used a recent copy of development source and objects on a development partition combined with a spare production partition as a Proof of Concept (POC) project. They were pleasantly surprised to see that at the end of the project we were about 90 percent done with the actual implementation."

He adds, "A few weeks later, the IT team was able to easily duplicate the POC steps with the latest live versions of their source and object in order to take advantage of the benefits of using Aldon Lifecycle Manager on the IBM i platform (LMi) in a real-world environment. During this time project leaders worked closely with our team and Rocket technical support. CGU's IT professionals expressed their appreciation for the timely Q&A support provided by us and by the Rocket technical staff in Malaysia."

Results

According to Peter Skurrie, CGU's System i configuration and environment lead, "The main reason CGU wanted an ALM system was that we foresaw very high growth in our business which would require rapid implementation of new applications. We had been using Insure/90 internal CreatePlus Change Control for ALM that involved a lot of manual steps and also did not give us the separation of duties between developer and deployment teams we preferred. It wasn't really adequate for the kind of work that we knew we would be doing over the next few years, so we looked at a number of options.

"LMi appeared to tick all of the boxes. It addressed all of our requirements, including allowing us to manage a total system redesign while making changes in more than 30 different environments. Of particular importance is the Insure/90 application, which is at the core of what we do. We have two different versions running—one to manage performance risk, and one for system utilities. LMi manages it all and just works."

Today, 20 CGU developers and four members of the deployment team use LMi. "With Rocket, we've reduced the time to make changes from 75 minutes to eight. From deployment to management, we're looking at automating as much as we can," says Skurrie. "We can't run 15 systems at the same time—we need automation and consistency, which is what LMi gives us. Now we can do far more projects where IBM i components are critical. Because LMi is fast and significantly reduces errors and potential risk, management is very pleased. With LMi automating the process, we've eliminated all manual requirements. We can focus on scripting and other strategic work rather than worrying about reliability. Most important, management has the confidence that what we say is going to happen is going to happen without developer involvement."

> " *We need to have a seamless way to test and deploy new software systems without disrupting our ability to provide a great user experience. Rocket Aldon LMi is the perfect tool to let us upgrade our applications in real time without risking reliability.* "

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