

NIIT Technologies

Reducing costs and improving the user experience with automated application release management

CLIENT PROFILE

Industry: IT

Company: NIIT Technologies

Members: 9,000-plus



1

HOUR INSTEAD OF TWO-WEEK APPLICATION RELEASE CYCLE



2

PEOPLE INVOLVED IN RELEASE CYCLE RATHER THAN 12

Better applications faster

When a leading specialist in air transport communication turned to NIIT Technologies to help it improve the quality of a complex, business-critical application, it knew exactly what to do. By deploying CA Release Automation for its customer, NIIT Technologies not only helped reduce errors in future releases of the application, it also cut the release cycle from two and a half weeks to just an hour.

“With automated release management, our customer now has just two people involved in the application release cycle instead of 12, which massively reduces costs for them,” says Arvind Mehrotra, President of Infrastructure Management Services at NIIT Technologies.

As well as enabling its customers to provide a better application experience for users, CA Release Automation is bringing NIIT Technologies closer to its goal of being the preferred IT partner for organisations across the globe.

“Our company strapline is New Ideas, More Value,” says Mehrotra. “CA Release Automation helps us deliver more value to customers, which improves our reputation and competitive advantage.”

NIIT Technologies, which is headquartered in India, offers services in application development and maintenance and infrastructure management across six continents. It has been helping customers deploy CA Release Automation since 2014.

“In today’s IT environments, applications often have thousands of modules, multiple layers, several interfaces and complex integration,” explains Mehrotra. “This means that when it comes to release cycles, there may be lots of different departments involved, which can result in coding errors, integration issues and lengthy release cycles.”

“We’ve helped several customers cut release cycles and reduce errors with CA Release Automation.”

Arvind Mehrotra,
President Infrastructure
Management Services,
NIIT Technologies

With the same challenges recurring with every release cycle, NIIT Technologies realised that the only way to get around them was to automate the process for its customers.

“CA Release Automation is one of the few tools available that can work across hybrid environments,” explains Mehrotra. “The solution works with Microsoft, Java, .NET, PHP and even legacy development environments that have been used by customers to develop in-house systems in the past.”

The CA Technologies solution automates the entire release cycle, from development and build through to launch in the production environment. “Integration with other tools such as Microsoft Team Foundation Server (TFS) means that application testing and validation can be automated, so coding errors are routed out earlier on in the release cycle and don’t impact users,” adds Mehrotra.

CA Release Automation also automates approvals processes to prevent delays and ensure that corporate policies are followed.

More satisfied customers, more repeat business

With better visibility of application changes, greater control and seamless automation, NIIT Technologies’ customers can simplify application release management and increase efficiency. “We can’t recommend the CA Technologies solution strongly enough,” says Mehrotra, “We’ve helped several customers cut release cycles and reduce errors by implementing the solution.”

And benefits to customers translate to benefits for NIIT Technologies, as Mehrotra confirms: “More and more customers are coming to us for ways to improve application releases. With CA Release Automation, we can maximise customer satisfaction so they come back to us time and time again.”



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