

Orchestration Engine for Complete Change Automation

Client Information

The client is an American multinational financial services corporation best known for credit cards, charge cards, and traveler's cheque business. It is one of the Fortune 100 companies and is considered to be one of the world's most valuable brands. The company has a large infrastructure team to manage its critical business applications.

Business Challenges

A large and complex ADC infrastructure

The company has a huge infrastructure of Application Delivery Controllers (ADCs) with 15 virtual hosts and multiple guest load balancers situated across multiple data centers. Over 1000+ global users, including 150 application teams, monitor and manage the company's application services. ADC configuration changes required multiple workflows for change integration:

- IP address allocation on Nokia VitalQIP
- DNS management for record creation on VitalQIP
- Change control and ticketing using ServiceNow

Manual management delayed time to market

Managing and monitoring ADC devices involved a lot of manual interventions and processes. Configuration changes were performed manually on the devices, leading to configuration errors and delays in deploying changes. Standard RA requests took a long time to get implemented, resulting in negative impacts to the business. Time-to-market for deploying application services in the network was too slow to meet the needs of the application teams. The network was the bottleneck.

Solutions Delivered

Delegated access to multiple teams

AppViewX's Application Delivery Automation solution provided granular, role-based access control to 150+ application teams to perform server rotations for application upgrades and server maintenance. The AppViewX Platform created 180 roles, and thousands of users around the globe now use the platform to perform various actions. Roles can be added or deleted dynamically based on organizational needs.

Industry

Banking and
Financial Services

Challenges

- Managing a large and complex ADC infrastructure
- 150 Application Owners managing 1000 applications
- Manual management causing delayed time-to-market
- Standard RA requests taking too long to get implemented

Benefits

- Reduction in application delivery time from days to minutes
- 100 percent automation adoption

Change Management Orchestration

The automated workflows and integration into multiple network and application services provided complete change management automation

- Load balancing configurations are automated by integrating into IBM SmartCloud and VMWare vNetwork Standard Switch (vSS). DNS and IP address allocation (free IPs) are automated through integration with VitalQIP
- Plug-in-play ITSM integrations allow tenants to request configurations through ServiceNow service requests. The request is picked by the AppViewX Platform and assigned to a standard, cookie-cutter configuration template and sent for approval. Once approved on ServiceNow, the change is implemented on the load balancers and the ticket is closed with a report on device details and time of implementation report

AppViewX's Application Delivery Automation solution has become the orchestration engine for all change automation and it has as consolidated multiple workflows into a single request stream for implementation.

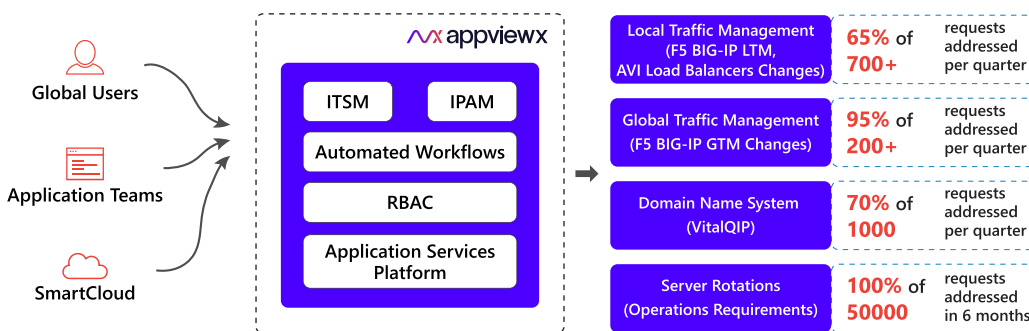


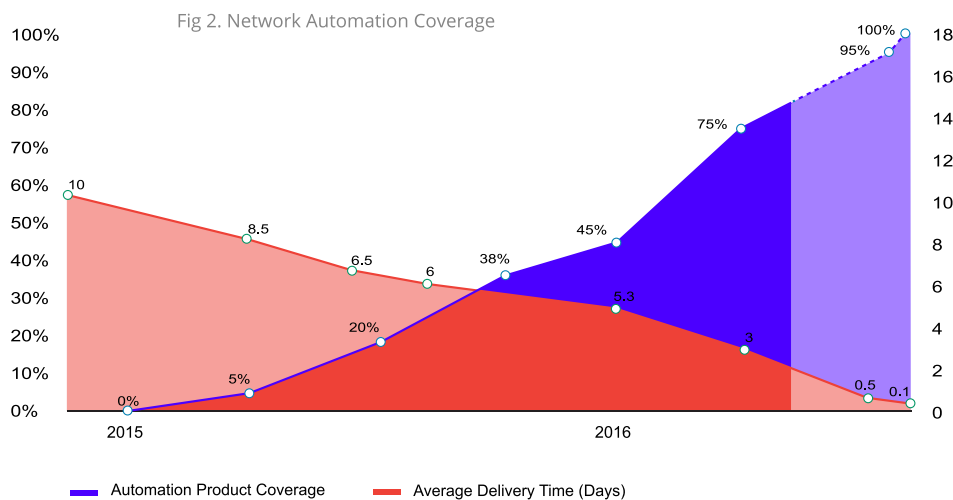
Fig 1. Orchestration Engine for Complete Change Automation

Self-Service APIs

The AppViewX Platform's self-service APIs enable application teams to access application health and status information using the Application Delivery Automation solution as an API proxy. Using the platform's Application Provisioning System (APS) functionality, the company now has one-touch provisioning of DNS, load balancer, and SSL services, which are merged and orchestrated as a single request for tenants and engineers. It also acts as a servicing portal for SSL offload requests from network engineers working on manual ITSCs and tenants that have no orchestration tool. Any application can now be provisioned in 10 minutes instead of the 8 to 15 days it took in the past.

Business Benefits

- Reduction in application delivery change ticket resolution from an average of 8+ days to 10 minutes for load balancing configurations
- Consistent delivery of server rotation requests, including 50,000+ requests in 6 months, as a result of 100 percent adoption of automation



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“The team at AppViewX took great interest in addressing our problems and worked tirelessly to ensure that all our requirements were met at the expected industry-level standards.”

Senior Network Engineer

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About AppViewX

AppViewX is revolutionizing the way NetOps and SecOps teams deliver services to Enterprise IT. The AppViewX Platform is a modular, low-code software application that enables the automation and orchestration of network infrastructure using an intuitive, context-aware, visual workflow. It quickly and easily translates business requirements into automation workflows that improve agility, enforce compliance, eliminate errors, and reduce cost. AppViewX is headquartered in Seattle with offices in the U.S., U.K., and India. To know more, visit www.appviewx.com.

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