

- **Company:** NTT Data
- **Industry:** IT Services & IT Consulting
- **Size:** NTT Data is a \$14 billion, 80,000 employees
- **Challenge:** NTT Data needed to boost efficiency by ceasing to build and support in-house deployment tools.
- **Solution:** Codified set of agile processes using TestRunner to enable collaborative application deployment.



2020 CASE STUDY

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NTT Data Overview:

NTT DATA Corporation is a Japanese multinational system integration company and a partially-owned subsidiary of Nippon Telegraph and Telephone. Japan Telegraph and Telephone Public Corporation, a predecessor of NTT, started Data Communications business in 1967. NTT DATA has played an instrumental role in establishing and advancing IT infrastructure. Originally part of Nippon Telegraph and Telephone Public Corporation, its heritage contributed to social benefits with a quality-first mindset. A public company since 1995, the company builds on this proven track record of innovation by providing novel IT solutions to bring results in a greater quality of life for people, communities, and societies around the world.



TestRunner Overview:

TestRunner provides a solid practice of DevOps. We develop enterprise scale Continuous Delivery and DevOps practice, providing companies with the visibility, automation, and control to deliver software faster and with less risk. Global market leaders rely on TestRunner to meet the increasing demand for accelerated and more reliable software releases. An innovative discipline that allows companies to become nimble market competitor within few weeks of timeframe.

NTT Data Challenges:

To continue their market dominance, NTT Data wanted to increase software deployment speeds and streamline processes. The IT department of NTT Data move from a mostly manual deployment process to an automated process in order to deploy several mission critical applications, faster and without errors. They needed to boost efficiency by ceasing to build and support in-house deployment tools, so that developers could focus on creating software that adds business value.

1. No comprehensive visibility across development and delivery processes, making it hard to compare, optimize and govern.
2. Inefficiencies and quality issues, due to pockets of manual, error prone hand-offs among teams inside of NTT Data as well as across hundreds of distributed partner companies.
3. Risk for cost and delays in time to market, due to lack of business agility with disconnected business owners, development teams and users.
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5. Slow and manual processes that offered no visibility into release status and bottlenecks and no way to collect release matrices. They needed a pipeline orchestration tool that could provide reporting, metrics and analytics.
6. We were getting too many complaints about project delays due to configuration problems with IT infrastructure.

Due to these criticalities of changes being deployed, they needed to reduced cycle time to deliver technology solutions and enhanced applications. It was recognized that we must lead the customer through setting up a DevOps process.

SOLUTION:

TestRunner was the perfect fit for the NTT Data agile plans since it enabled them to deploy applications cost-effectively and with a high degree of automation.

- Codifies modern development practices: Enables continuous integration and deployment release cycles ranging from daily to weekly to monthly, without compromising central governance and oversight.
- Provides the platform: Single, integrated set of ALM capabilities; from planning to tracking to build, test and deploy.
- Institutes best practice: Centralized, shared and searchable repository for code, document and discussions.
- Speeds production: Automated provisioning of build, test, and deployment servers
- Very high availability: deployments need to be carried out without any down time of the website.

TestRunner increases everyone's visibility into the overall process, from Dev to Ops to product owners to management. We can now do more with the same number of resources, and those resources do not require in-depth knowledge of the solution.



85%

ACHIVEMENT



90%

SUCCESS

Outcomes:

NTT Data couldn't imagine that TestRunner would measurably improve their customer service in just matters of months and at half the cost of its existing applications. But after seeing the TestRunner solution, they became the true believers, with a very high "likelihood to recommend". Implementing TestRunner has also reduced the requirements for knowledge transfer and documentation and provided an accurate, complete and up to date inventory of what's deployed where.

If you are looking to improve, accelerate and streamline your end-to-end software delivery and enforce compliance requirements in a repeatable, auditable process then TestRunner is the best option for you. There is a lot more going on in the new world. People didn't need another problem. They needed a solution and that was the TestRunner platform.



Results:

NTT Data was able to get bottom-up buy-in for using TestRunner because developers saw releases moving faster and noticed improvements in quality. They also got time to work on creative code that would solve business problems.

- Reduce deployment time dramatically, reduce time spent carrying out software deployment by 60%.
- Eliminate 99% of errors in the application release process.
- Free up developers to create software that adds value to Deloitte's business.
- Better product quality, as development defects are detected and fixed early, before they reach production.
- No hassle compliance: high visibility, zero touch process that is fully traceable and auditable.

At the end of every sprint, the Operation Department operators just had to select and use the runbooks created by the developers to carry out the deployments and upgrade the website with the latest features.

Goals for Deployment Automation:

Deployment Automation is what enables you to deploy your software to testing and production environments with a push of a button. Automation is essential to reduce the risk of production deployments. It's also essential for providing fast feedback on the quality of software by allowing teams to do comprehensive testing as soon as possible after changes.

1. Accelerate and automate software delivery.
2. Reduce operational overhead – lower total cost of ownership
3. Streamline end – to – deployment
4. Manage the software lifecycle
5. Create a single system of record that spans from the minute a deployment is initiated to the it is completed, in a repeatable process.
6. Enforce control and gain visibility to more easily meet audit and compliance requirements.



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