

# ROGERS TELECOM

Communication Media Company



## About Test Runner :

We as a company provides a solid practice of DevOps. We have a unique set of skills and automaton tool that help us to automate any business by using DevOps Practice.

## Rogers Telecom:

**Rogers Communications Inc.** is a Canadian communications and media company. It operates particularly in the field of wireless communications, cable television, telephone, and Internet connectivity with significant additional telecommunications and mass media assets. A high achieving Rogers seems to achieve more. For a company like Rogers, delivering better customer experience is more than a promise, it's a passion that is being rewarded with enviable performance metrics. A focus on customer has made this telco company most profitable company in the market, with the lowest customer churn. The management team is intend to keep it that way, and is constantly seeking new ways to innovate.

## Vlocity:

**Vlocity** is a leading provider of industry-specific cloud and mobile software, driving digital transformation for the world's largest companies. A three-time Forbes Cloud 100 winner, Vlocity is an "industry cloud" pioneer built in partnership with Salesforce, the world's #1 CRM provider. Vlocity increases sales, service and marketing agility, operational efficiency and faster time to value for cloud and digital adoption across the enterprise. Committed to innovation, customer success and a values-led culture, Vlocity serves the world's leading companies in Communications, Media & Entertainment, Energy & Utilities, Insurance, Health, and Government.

## Challenges:

The application deployment process historically involved many manual steps, high levels of coordination and a huge dependency on highly knowledgeable teams with niche skills – leading to risky, stressful and labour intensive releases.

- The volume of deployments is substantial. Liberate is installed in 21 production environments all on different releases of the software – and approximately twice that many environments, plus 10 system test environments.
- Typically a quarter of the UAT environments are refreshed weekly, a proportion of the test environments are updated daily, and the 21 production environments have at least one product deployment per week.
- Furthermore, Liberate consists of a suite of applications on different technologies including VMS, Linux and Windows in a heterogeneous multi-tier stack, with a different set of build/deploy tools for each application and two version control systems.
- Additionally, because of the interdependencies between applications, deploying a new build on one tier generally usually entails a new build on all tiers.
- In consequence, the application deployment process historically involved many manual steps, high levels of coordination and a huge dependency on highly knowledgeable teams with niche skills – leading to risky, stressful and labour intensive releases.

“ It is very obvious that extensibility is in the essence of the product: TestRunner have built it with embedded extensibility – and it makes a difference

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## Solution:

The IT team looked at various options for automating application deployment and, considering the idiosyncrasies of the platform, generated a list of requirements for the new application deployment automation tool. The requirements were these:

### 1. Multi-platform:

The system had to be able to deploy to environments running three different operating systems: Linux, Windows and OpenVMS.

### 2. Audit and tracking capabilities:

The teams should be able to easily see what had been deployed (which release), where and when. This had previously been tracked on a Wiki page and with spreadsheets, which was manual and error-prone.

### 3. Simplification of Deployment mechanism:

The ability to simplify the process was one of the main drivers. "We wanted to simplify the deployment mechanism. With Vlocity and salesforce Deploy, it is a push-button exercise" said Deployment specialist.

### 4. Ease of use for non-specialists:

The system had to allow the company reduce its dependency on a few, very knowledgeable individuals – best employed in high value tasks.

### 5. Availability of APIs:

Similarly, in case the company needed to build or enhance the tool, for instance with a completely new plugin – as they eventually did, the APIs would enable them to do so with minimal integration work.

## Result:

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

## Final Remarks:

Whilst the implementation was straightforward, Rogers did use TestRunner' assistance from time to time. "We received incredible help from Testrunner to implement our DevOps", praises by Rogers. "TestRunner have exceeded our expectations with the support they've provided us".

## About TestRunner:

TestRunner develops enterprise-scale Continuous Delivery and DevOps software, 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.



### Difficulties before Deploy:

- Different set of build/deploy tools for each application with 21 production environments.
- Highly manual process and need for extensive co-ordination.
- Team relocation meant highly experienced skills would be in even shorter supply.



### Benefits after Deploy:

- Reduce manual effort
- Simplify and streamline build/deploy process
- Remove dependency on VMS skills
- Migrate to a single-version control system

Release  
Orchestration

Deployment  
Automation

DevOps  
Intelligence

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