

Enabling **digital transformation** for a leading multi-national bank

Powered by ContainerizIT



Customer background

The customer is a multinational banking and financial services providers headquartered in APAC region serving retail, commercial and institutional customers worldwide.

In recent years, the customer was investing in digital-led business transformation to continue to stay ahead of the competition and also meet emerging customer needs.

Challenges

The rapid pace of innovation in the financial services sector demands agility. However, legacy infrastructure and traditional operating models were acting as growth inhibitors and threatened the customer's competitive advantage in the marketplace. The customer was looking for a digital & cultural transformation to respond quickly to changing market conditions while being resilient and scalable. In other words, they sought a way to "increase the speed of software releases".

The primary challenges were:



Complex processes involving multiple rounds of manual human intervention



A traditional VM build approach was causing weeks of delay in availability of virtual servers for new projects



Slower application lifecycle due to unstable environments and deviation from standard configurations



Challenges in application modernization such as the need to upgrade or refresh on-premises technology, enable a cloud setup, and enhance application mobility

Solution

HCL was the key consulting and implementation partner for the customer's business transformation journey leveraging the Red Hat OpenShift Kubernetes Container Platform. HCL's experience with containers and expertise in the understanding of cultural changes required for seamless adoption of containers. This resulted in fruitful engagements in a phased approach of transition, stabilization, and transformation.

Our solution included:

A PaaS setup with **Red Hat OpenShift Container Platform (OCP) 3.5** as a stretched cluster (active-active)

Implemented CNS (container native storage) using GlusterFS, pure storage for **dynamic storage provisioning** of persistent volumes

Configure DevOps tooling with CI/CD, **fully automated deployment** with Ansible, CNS, and CloudForms

Lean operations and a **self-service portal**

Splunk and Dynatrace for platform and **application performance monitoring**

Implemented processes to familiarizes development teams with containers and help them onboard applications on the container platform- **container assessment services, application onboarding and modernization services**

A 24x7 service delivery model



An Incredible journey with Containers

POC for Non-Production Environment

To enable & familiarise larger team with Containers

Increase in developer's productivity & Independence

Realised early benefits at the heart of Containers

Platform expansion to run 2k+ containers

Triggered mass adoption of containers within first 3 months

Currently supporting 7k+ Containers across 4 Clusters

Explosive adoption continues for 24 months now

Business Critical Applications can now run as Living applications that can:

- Dynamically respond to market needs
- Proactively protect themselves from security breaches
- Scale automatically with demand
- Allow transparent zero downtime updates



Impact

With HCL's ContainerizIT offering, the customer was able to harness the potential of their in-hour innovation by enabling them to quickly transform an idea or need into a usable software product:

The solution helped the customer to onboard the existing as well as new applications to the OpenShift Container Platform

Improved service availability and **zero severity 1 incidents in the last two years**

Same-day availability (instead of weeks) of computing infrastructure for newer environments/projects

End-to-end automation and the self-service portal resulted in **swift response times to development teams**

Increased developer productivity

20x faster application releases - weekend release activities transformed into hourly releases in business hours

Near-zero unplanned or planned outages even in a development environment

Enabled the client to **promptly fix security vulnerabilities** instead of postponing the activity due to need of business outage



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