



CLIENT
CityIndex

INDUSTRY
Finance/Trade

KEY CHALLENGE

With half of their software delivery efforts spent on “pushing” deployments across development, QA, and pre-production environments, CityIndex IT service delivery team needed a way to accelerate deployments across environments without any additional staffing, resources, or overhead.

CUSTOMER ENVIRONMENT

- 25 customer releases deployed into production per week.
- 75 deployments per week through non production environments.
- Average deployment 15 min.
- 95% repeated processes.

THE SOLUTION

With Nolio ASAP CityIndex plans to cut 50% of the time spent on deployments across ALL environments, for a 25% increase in application release time, with the same resource levels.

CityIndex plans to deliver its market leading trading software 25% faster with Nolio.

ABOUT CITYINDEX

City Index Group is one of the leading global providers of retail trading services, transacting in excess of 1.5 million trades per month for the group’s customers around the world. CityIndex trading platforms give access to thousands of global financial markets via contracts for differences (CFDs), margined foreign exchange (FX) and spread betting. CityIndex's business is built around its innovative technology, software and web applications.

Toby Young, CityIndex CIO discussed his Nolio ASAP POC experience with us:

NOLIO *What was the prime driver for seeking out a solution to automate CityIndex application release deployments?*

CITYINDEX At CityIndex, we have rigorous processes for embedding quality into our software delivery. As with many organizations, parts of these processes involve the promotion of software through development, QA, and pre-production environments before delivery to production. 50% of our software delivery value chain is spent on deploying software through these environments. Using Nolio we are planning to significantly reduce the amount of time spent on these processes.

NOLIO *Can you be specific about the kind of issues you plan to solve across CityIndex environments?*

CITYINDEX During deployments we aim to solve a number of issues through automation. These include:

- Repeatable roll-outs; removing manual errors.
- Fully documented deployment processes for all environments.
- Auditing what is rolled into each environment.
- Checking version dependencies to prevent rolling out on top of newer versioned components.
- Managing configuration file changes between environments.
- Handling infrastructure candidate DLLs.
- Speeding up investigation of issues, separating code, and rollout problems.
- Handling partial rollouts and roll-backs.

- Embedding dependencies on other services, versions, scripts, and change requests.
- Empowering other teams to make clean deployments and coordinating deployments across multiple teams.

NOLIO How will Nolio help you meet your IT delivery teams' targets?

CITYINDEX During Nolio's proof-of-concept (POC) installation we were able to reduce 50% our efforts in deploying changes through our environments, resulting in our ability to deliver software 25% faster, with the same resource levels. The fact that Nolio lets us define application workflows based on logical operations and is agnostic to physical environments means that we only have to define a process once. This together with the ability to centrally manage all deployment stages and the empowerment of other members of the organization to make deployments with confidence was fundamental to implementing Nolio in a scalable way. In addition, using Nolio specifically results in documentation that is directly linked to deployment processes and therefore training and operational risk are significantly reduced, while operational "know-how" is both retained and shared.

NOLIO Can you elaborate on CityIndex's POC with Nolio, how effective was it for you in the decision process?

CITYINDEX We had a 2 day POC to which we dedicated 1 person. We had a number of success criteria that we wanted to achieve and indeed we completed these on the first day! On the second day we looked at some additional processes and then presented everything that had been completed to support, development, and QA teams in order to get their feedback. It couldn't have been more positive.

NOLIO Once you started using Nolio ASAP did you discover additional and 'unanticipated benefits' for CityIndex?

CITYINDEX For us accelerating deployment translates not only into our ability to scale deployment capacities and gain operational agility, but also lets us free up our operation and service delivery teams to focus on and promote other initiatives. Nolio's permission model has enabled us to empower other teams to make deployments. This has led to less frustration in QA and development, leading to more productive and focused teams.