> *Changing the Culture, Mindset and Perception of IT with respect to continuous, on-demand and faster deployments"*

Cisco partners with Capgemini to accelerate speed of business with "FAST IT" Continuous Delivery Transformation

The Situation

With IT-enabled innovation a competitive differentiator for almost all types and sizes of organization, agility in delivering IT systems and the ability to run them reliably and cost effectively is critical.

The key to enabling Fast IT to keep pace with dynamic market evolution and its demanding change, an active stakeholder involvement to drive business agility and reduce time to capability makes it essential to succeed. Business teams aim to reduce total cost of ownership and increase availability of business applications. Development teams are working to reorganize themselves into smaller, more efficient teams and have a need to drive automation of testing and quality assurance to reduce defects and incidents which directly drives reduction of Operational Expenditure (Op Ex). Shifting Left or making QA part of the design and development or even requirements can help improving quality of deliverables. Teams are looking for end-to-end methodology, adaptive infrastructure for all kind Cloud, ERP and Mobile Apps delivering an improved User Experience by enabling self-service across multiple platforms and devices.

Overview

Customer Name: Cisco Systems

Industry: Networking Equipment & Services

Location: San Jose, California, US

Client Challenges/Business Need:
Enabling Fast IT to keep pace with dynamic market evolution and its demanding change, an active stakeholder involvement to drive business agility and reduce time to capability that makes it essential to succeed.

Solution-at-a-glance:
Re-assessment and enablement of the tool set and enabling a self-service driven end-to-end automated deployment enabling a Continuous Delivery Platform.

Results (Benefits):
- 27x Times Faster
- 82% reduction of manual steps
- Automated Release Management

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Client Testimonial Video:

https://www.capgemini.com/resources/ video/cisco-partners-with-capgemini-to-accelerate-speed-of-business-with-fast-it

People matter, results count.

> *The mission to Transform IT's Release and Deployment capabilities to drive releases faster, reliably, with high quality and agility, the team delivered an impressive feat by creating the capability that is 27 times faster, reduced the average deployment time from 270 minutes to 10 minutes and reduced manual steps by 82%" says Michael Myers, Director IT, Cisco Systems."*

- Accelerate Time-to-Capability
- Improve Software Quality
- Optimize Cost-of-Delivery

Key Principles of Changing the Way to Deliver –
1. Drive Results in an fast, agile and iterative manner
2. Enable Collaboration between IT and other Cross Functional teams by breaking Silos
3. Renewed focus on quality, by driving automation and reduction of manual steps
4. Build a flexible LEGO like micro services architecture, which can adapt to changing business needs.
5. Security & Resiliency should be part of the transformation and not an afterthought

The Solution

Transformation Journey from Strategy to Operations Lab 9 (a technology incubation space)

Architects and Technical leaders throughout IT came together to prototype the end-to-end Continuous Delivery pipeline in Lab9. The actual code and real workloads helped to prove the business value and demonstrate the results to other development teams. This started an avalanche of interest and excitement in developer community that led to executive sponsorship.

Started the journey in the fall of 2013 with an executive sponsored accelerator followed by strategy workshops to define the transformation of IT Delivery Services into a Strategic Competitive Advantage in an iterative process over a 2-Year period. What followed was re-assessment and enablement of the tool set and enabling a self-service driven end-to-end development to deployment channel to enable Continuous Delivery of applications.
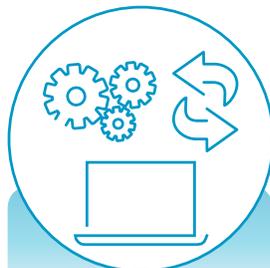
ASE	**Platform & Tools Enablement**	**Process Agility and Matrutiy Model**	**People Change Management**	**DevOps driven Enhancements & Operations**
Strategy & Roadåap Definitions				

The Result

Results & Critical Success Factors:

Reduce Time to Business Capability	**27x Times Faster**
Improve Quality of Releases & User Experience	**82% reduction of manual steps**
Decrease in Total Cost of Ownership	**Automated Release Management**
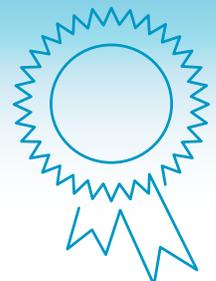
Leveraging a few lighthouse use cases, teams were able to quickly establish some success stories and iterative delivery of value helped to maintain executive sponsorship. Transformation isn't restricted to just platform but also about building agility in the development & deployment process and transforming the culture at Cisco IT.

Ease of adoption and transformation of process and how teams deliver with a strong DevOps driven support was key to the success of the program at Cisco.

The Partnership with Capgemini

Capgemini partnered with Cisco IT to support the definition of strategy and roadmap for this Continuous Delivery program. Capgemini was engaged as the CTB (Change the Business) partner to enable platforms and tools using API driven integration and automation, self-service driven provisioning and supporting organizational change management by Wikis, Webinars, Roadshows and trainings across Cisco. Capgemini leveraged its Delivery COE (Center of Excellence) driven approach to quickly ramp up teams across USA and India to deliver an optimized cost effective transformation to Cisco. Currently, Capgemini is engaged as the end-to-end DevOps RTB (Run the Business) partner for Software Release Automation group of Cisco IT that pioneered this transformation.

Capgemini is working with some of the world's leading high-tech organizations to guide them through their DevOps transformation journey. For Cisco, Capgemini was able to strategize, build and operate a Continuous Delivery Platform that delivers value and enables them to meet the demands of an ever-changing hi-tech industry today and well into the future.

About Capgemini

With more than 180,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2015 global revenues of EUR 11.9 billion. Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness.
A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

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www.capgemini.com

About Cisco

Cisco Systems, Inc. is an American multinational technology company headquartered in San Jose, California, providing IT services and designs, manufactures and sells networking equipment. In 2015, Cisco recorded revenue increase of 4% YoY to USD 49.2 billion and had a payroll of 70,000 employees. Operates in 92 countries.

For more information on this project, please contact:
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