



AVISTO

EASTERN EUROPE

CASE STUDY

SCM AND CI SUPPORT TO 22 GEO-LOCATIONS & 4k USERS



Case Study: DevOps

SCM and CI support to 22 geo-locations and 4k users



Comprehend the Client

Profound understanding of clients' business environment and goals.



Problem ID

Identification of all the problems, cause and requirements.



Solution

Designed with innovative thinking and extensive experience in SW engineering.



Results

Optimize for success. More efficient and effective usage of resources.

Case Study: SCM and CI support



Comprehend Client

Profound understanding of clients' business environment and goals.

Telecom 5G

Multinational Telecom equipment manufacturer

Our client is one of the biggest telecommunication equipment manufacturer with a significant market share of mobile infrastructure.

Member of 3GPP Association and one of the 5G Standard creators, which indicates immense investments in R&D activities.

Clients' engineers have extensive knowledge in the area of telecommunication, however they had insufficient expertise in order to confidently deploy DevOps plan.



Case Study: SCM and CI support



Problem ID

Identification of all the problems, cause and requirements.

Compatibility

Simultaneous support, upgrade and improvement

On one hand, the challenge appeared in the area of R&D and CI environment, which has been inherited by previous tech generation.

On the other, whole environment required simultaneous upgrade, improvement, and integration with complex systems with respect to compatibility.

They required a helping hand in the form of a ubiquitous and highly responsible team of DevOps experts.



Case Study: SCM and CI support



Solution

Designed with innovative thinking and extensive experience in SW engineering.

Stability

Support of core services in the area of R&D

The main task was securing the stable environment and upgrade of tools predominantly used for R&D, CI for LTE and 3G projects as part of their core service.

We have **supported, upgraded and maintained**:

- CI and SCM environment on 22 geo-locations worldwide with over 4K users collaborating on the same project;
- Maintained the system 100% operational during 24/7 (On-call);
- Problems debugging in accordance with SLA (1 h);

Case Study: SCM and CI support



Solution

Designed with innovative thinking and extensive experience in SW engineering.

Security

Upgrade of core services in the area of R&D

- Monitoring and support of services on over 200 servers and combined hosts;
- Coordinated support and service & tools upgrade for over 10 clients' teams;
- Maintenance, administration of L2, L3 support of a whole distributed ClearCase multisite environment and 30 Jenkins instance with 1000 slaves;
- Maintenance and upgrade of 30 plus clients' internal applications;
- Strictly following Export Control procedures - not all code can be delivered world-wide;
- Project profile involved access and work on the clients' sensitive data (classified as IP), therefore, handling required the highest level of diligence and expertise.

Case Study: SCM and CI support



Solution

Designed with innovative thinking and extensive experience in SW engineering.

Compatibility

Development of core services in the area of R&D

We have **developed**:

- Jenkins plugins and scripts in accordance with clients' requests (Monitoring, Cleanup, Setup, Integration);
- Triggers for automation and interaction with SCM, Bug Tracking, Release of systems based on Rational environment;
- Maintenance of a distribution system, versioning, selection as well as tools involved in all clients' projects;
- Back-end scripts for collecting and front-end applications for processing and matrices presentations (Software metrics, Usage, and Occupation - CC, CI, RCA, UTS, Wisdom Dashboards);
- Various wrappers, cleanup, and maintenance of scripts in Perl, Python and Shell scripting language.

Case Study: SCM and CI support



Solution

Designed with innovative thinking and extensive experience in SW engineering.

Scalability

Feasibility study

We have **advised**:

- Client to scale HW and SW resources and licenses;
- Envisaging and implementation of the workflow (SCM, CI, Artifacts) for teams;
- Suggested solutions and feasibility study with respect to upgrading and application of new technologies (Git, Artifactory, Jenkins, etc.).

Case Study: SCM and CI support



Results

Optimize for success. More efficient and effective usage of resources.

>19k

Of solved tickets from various areas

From a small team of experts to a trustworthy partner on development projects.

High quality of service delivered on supportive SCM and CI tasks quickly lead us to inquire from clients' side for the maintenance of numerous other applications and services.

Transparent collaboration empowered with good communication, a thorough understanding of clients' processes as well as our team eager wish to upgrade the work environment raised our partnership to a whole new level.

- 9 Years of successful collaboration

- >19k tickets solved

ABOUT

Avisto Eastern Europe

Avisto Eastern Europe is a service company specialized in software engineering with extensive expertise in the area of Application Software, DevOps, Embedded Software and Quality Assurance & Automation. Established in 2008 as a fully owned subsidiary of Avisto, a French-based company and a member of Advans Group, Avisto Eastern Europe with its development centers in Belgrade and Novi Sad (Serbia) successfully delivers complex projects and provides support to top-notch international enterprises, highly specialized mid-size businesses, and startups.

[Visit us at www.avisto-eastern.com](http://www.avisto-eastern.com)