



DROP

by Deloitte

PUBLIC SERVICES | EDUCATION | UK

DROP fully automates, ramps up and matures university's feature release management processes

British University leaps forward in Salesforce transformation

Client issue

A British University was looking for ways to improve its student experience. Siloed processes, disparate systems and data, and unclear organizational accountability made growth and student experience scores falter. Deloitte UK became the institutions' partner for a student centric transformation. The key challenge was to deliver new features to students more frequently, by enabling faster feature release on the Salesforce platform.

With only two interdependent agile teams, release times were undesirably high. Hence, the university's mission was to find a solution for faster feature releases, flexibility on the Salesforce platform, and to release features independently of the two teams.

Solution

As Deloitte was already in the picture, the university researched solutions together, which quickly introduced it to DROP's benefits. Deloitte's experts set-up DROP's automated DevOps pipeline, together with operational support services such as platform maintenance.

The goal? To ensure full automation, prevent issues with financial consequences, reduce release cycles and - above all - reduce the time spent by the university's developers on release management. For the latter, Deloitte provided a systems operations team responsible for DevOps, governance and release management - all in consultation with the universities stakeholders. For it was crucial that access to the university's live environment was restricted to itself.

Deloitte therefore empowered the university with necessary pre-validations, leaving it to the university to execute releases at a time that worked for them without exposing access.

Impact

DROP's deployment has paid off tremendously. The university now has a fully automated release process on the Salesforce platform, which is in their own control and only takes a day to deploy to lower environments such as Production. The two teams independently release features faster and with more focus on priorities.

“The best part is that we have to only focus on our user stories, DROP takes care of the rest.”

The university now releases an average of ten features per month instead of aiming for once per six months, ensuring continuous student experience improvement. DROP made the university more mature in its release management and empowered it to jump ahead in its student centric transformation.



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