

# KUTXA-VITAL BANCO MADRID ORCHESTRATES THEIR SOFTWARE CONFIGURATIONS WITH SERENA

## RESULTS

- Implemented business process around software change and configuration management
- Improved efficiency across application development process, from business demand through development and into release
- Automated software roll-outs whatever the platform involved
- Automated the execution of quality control before software changes are put into production



Making our processes around software development and change management more efficient was a necessary investment for us. Secondly, we required full audit and tracking on all work done around change management. With Serena, we have been able to achieve the efficiency gains that we set out to get, as well as providing better quality information back to the business.



**Miren Alvarez Picos**  
Technical Office Director, Kutxa

## THE COMPANY PROFILE

Kutxa-Vital-Banco Madrid is made up of three financial institutions in Spain, two of which provide savings and loans services, while the third offers private banking and wealth management advice. Together, the three organisations' IT requirements are managed and supported by Kutxa.

## THE CHALLENGES

Three financial institutions based in Spain – Caja de Ahorros de Guipúzcoa y San Sebastián (Kutxa), Caja Vital Kutxa (Vital), and Banco Madrid – have come together to improve their IT processes and management. Kutxa is responsible for maintaining and managing IT operations for the three companies.

Kutxa-Vital-Banco Madrid wanted to define and implement an improved approach to its corporate Software Configuration Management processes, as this controls and manages application development across heterogeneous technological environments for the three institutions.

This would control and guide the development process from initial demand within the business, through development and into production. This model would also have to guarantee the quality of software developed by third parties.

As part of this project, the main objectives set were as follows:

- To establish a standard development procedure covering analysis, design, construction, tests and roll-out.
- To define and control compliance with established procedures around software change requirements.
- To automatically control the scaling of the environment where it is distributed.
- To coordinate, synchronize and automate the transition to different environments (Development, Preproduction, Training, Production).
- To provide full audit and tracking around software changes and enable comprehensive monitoring.
- To enable the support of multiple technologies, including Mainframe environments, VisualBasic, and J2EE, across different equipment located in different centres.
- To automate quality control to ensure that any update or release meets the organisations' strict requirements around quality and security.

"We set out to improve our processes for developing and maintaining software based on an end-to-end view of the lifecycle for applications covering demand, development and then release. We also required strict audit and tracking features built in from the beginning," commented



We wanted to manage our software change and configurations in a more efficient way. Serena's approach to orchestrated ALM fit our requirements exactly.



**Miren Alvarez Picos**

*Technical Office Director, Kutxa*

Miren Alvarez Picos, Technical Office Director. "Serena Software met all of these needs, and the company's experience within regulated industries made the decision to work with them easier."

**THE VALUE THAT SERENA SOFTWARE DELIVERED**

Serena Software offered a comprehensive solution based on architecting the right software configuration management for Kutxa, and then automating these processes.

Kutxa is using Serena Software Dimensions CM for the software change and configuration management around its processes, while ChangeMan ZMF is managing the release of software for its mainframe environments. Serena SBM integrates all the solutions together to apply the right workflow and processes. The implementation stages included analysis of the banks' management needs. The Serena solutions were then implemented and configured in accordance with the banks' requirements and organisational models.

The first Serena solution within the bank to enter production was around the CRM. This allowed Kutxa-Vital-Banco Madrid to test its business process support as well as manage software change processes. This real-world experience enabled Kutxa to expand into the entities' Electronic Banking and Contracts/Documents generated in all applications.

Following the implementation, Kutxa-Vital-Banco Madrid has substantially more efficient software change management, as well as improved release management

across its distributed and mainframe environments. With Serena, the organisations can identify the current condition of any change request in development and know the status of the modifications being implemented for a specific order. Serena has also orchestrated the operations during the development stage around quality control.

Serena's products allow Kutxa-Vital-Banco Madrid to manage development across multiple platforms, different environments can be synchronised and transitions to production can be planned. The transition of software into production can also be automated, reducing the time taken to carry out software updates and change requests still further.

**THE FUTURE**

Kutxa is expanding the number of applications managed with Serena, and expects to have more than 40 applications under the control of the solution in the next few months. Among these applications are core banking applications in product and service management, risk management and corporate infrastructure.

"When we initially looked at our software change management, we knew the importance of getting the business processes right. Working with Serena, we have been able to achieve our goals as well as reducing the time taken to push software change requests through. Overall, we have been happy with the value that Serena Software has delivered to us, and we expect to see more from the solutions as we add more applications," commented Miren Alvarez Picos.

**CONTACT**

**Belgium**

Website: [www.serena.com](http://www.serena.com)  
Phone: +32.3.206.1711  
Email: [bmarketing@serena.com](mailto:bmarketing@serena.com)

**France**

Website: [www.serena.com/geo/fr/](http://www.serena.com/geo/fr/)  
Phone: +33 1 70 92 94 94  
Email: [fmarketing@serena.com](mailto:fmarketing@serena.com)

**Germany**

Website: [www.serena.com/geo/de/](http://www.serena.com/geo/de/)  
Phone: +49 (0) 89 96 27 10  
Email: [de.marketing@serena.com](mailto:de.marketing@serena.com)

**Italy**

Website: [www.serena.com](http://www.serena.com)  
Phone: +39-02-46712-576  
Email: [ltasales@serena.com](mailto:ltasales@serena.com)

**Nordic**

Website: [www.serena.com](http://www.serena.com)  
Phone: +46 (0) 8 410 60 100  
Email: [nordicinfo@serena.com](mailto:nordicinfo@serena.com)

**Spain**

Website: [www.serena.com](http://www.serena.com)  
Phone: +34 917885728  
Email: [info@serena.com](mailto:info@serena.com)

**UK**

Website: [www.serena.com/geo/uk/](http://www.serena.com/geo/uk/)  
Phone: +44 1727 812812  
Email: [ukinfo@serena.com](mailto:ukinfo@serena.com)