

INSURANCE PROVIDER ACCELERATES DEVELOPMENT WHILE STREAMLINING REGULATORY COMPLIANCE

- Gain greater visibility into software changes across mainframe and distributed platforms
- Streamline compliance and audits for all applications, projects and teams
- Minimize risks and errors through a more rigorous development process

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We needed some auditability, we needed some process, and that's what Serena has helped us with.

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Senior IT Analyst
Insurance Provider

COMPANY PROFILE

This Serena customer offers a variety of insurance products to individuals and businesses, and is a leading insurance provider in the Central, Western and Southern United States. This company has several thousand employees, over a thousand independent agents and several billion dollars in managed assets.

CHALLENGES

This Serena customer depends on highly reliable technology to serve the needs of its customers, agents and employees. As an insurance company operating in multiple states, it also has to deal with highly complex regulations and audit processes. The company has been using Serena ChangeMan ZMF for over 20 years to manage software changes and releases on their mainframe systems. ChangeMan ZMF allows the company to track every software change made, while allowing IT to easily assess dependencies, perform impact analysis and perform audits at any stage of the development lifecycle.

This Serena customer had been using another change management system to support its distributed development efforts. To increase development velocity, developers were given free reign, but sometimes made changes with minimal testing or approvals. Furthermore, the change management tool's lack of governance capabilities made it time-consuming to track these changes and prevent errors from being introduced into production code. As a result, ensuring traceability and passing audits were extremely challenging.

As a long-time Serena customer, the insurance company realized it was time to turn to Serena for help across all their platforms. According to a senior IT analyst, "We were looking for usability from the development side, but we were also looking for auditability and ease of use from the administration side." Along with continuing to use ChangeMan ZMF, the company turned to Serena Dimensions CM to help orchestrate processes across all development platforms.

THE VALUE SERENA BRINGS

This Serena customer has rolled out Dimensions CM to almost 100 developers on its distributed systems. As part of the rollout, the company also implemented new processes to improve governance with the development lifecycle. Dimensions CM now serves as the central change management system for its distributed development efforts, offering a level of control and traceability that the development organization previously lacked. Developers can work within their native IDEs like Eclipse to check in code changes. As code passes through the various steps of the development lifecycle, Serena provides the insurance company specific points of approval and control. According to this customer, "Our auditors had asked us for more points of management approval, more points of testing, more proof that we've gone through a process from development to testing to production – and we have that now built into our Serena workflows."

Also in order to maintain traceability and compliance, the company migrated all its history of code changes from its previous software change and configuration management system. As a result, audits are not just confined to new application development projects, and Serena provides complete traceability for previous development efforts as well. "From an ITIL change management standpoint,

Serena has made our life a lot easier. We can provide clear communication for our auditors about when changes went in and what release they were in. It's made that part of our life a lot easier," comments a senior IT analyst. As the business practices of the insurance company evolve, Serena also provides the company great flexibility for modifying development processes and controls.

As a result of Dimensions CM, this Serena customer now has a process in place for introducing higher quality code into production, reducing errors, and streamlining the audit process. According to the customer, "Serena has certainly helped us pinpoint and eliminate potential errors much more easily than before."

THE FUTURE OF SERENA

Orchestrating mainframe and distributed environments is just the start with this Serena customer. While it continues to streamline and automate its development processes, the company will also see how else Serena can help in other areas that directly impact their development teams. According to the customer, "We're looking to Serena Business Manager to help us integrate some of our tools. And there are many updates from Serena that we're very excited to see – from Dimensions CM to Serena Request Center to Serena Release Manager."

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