DROP

by Deloitte

DROP simultaneously ensures data security and significantly improves a bank's feature release processes

International bank transforms Salesforce release management while maintaining GDPR compliancy

Client issue

For a large international bank, fast deployment of new features on the Salesforce platform was a real challenge. The bank had little in-house knowledge nor resources to build an automated release pipeline for releasing features. It had researched utilizing the out of the box Salesforce functionalities, but that entailed many manual actions which didn't prove to be cost-effective.

Feature release times were thus not as fast as the business required. For outsourcing its release management, data security was however a major concern. As a financial institution operating in the EU, the bank has to be compliant with GDPR with regards to handling Personally Identifiable Information (PII). This put the bank in a very confined spot. The challenge: how do we bring features faster to end users without compromising security?

Solution

The bank put its faith in DROP's automated DevOps pipeline to enhance its release management process. To address the bank's data security compliance, Deloitte's team made sure that the bank kept lots of autonomy in deploying features to Production.

The DROP team provided the bank's development team with initial automated validations for it to safely work on their sprint iterations themselves and deliver features across the landscape with minimal manual input. Access to Sandboxes or to the production environment were restricted.

Deloitte's experts utilized a secured connection to perform only the needful required to release and make sure that everything runs smoothly. This did not impair the release process however, but ensured that data compliance was paramount while keeping the process automated.

Impact

The bank's release process was transformed by joining forces with DROP. Besides now having an automated release process, the bank remains compliant with GDPR. This is courtesy of DROP's flexibility to only share metadata, yet still transfer the responsibility for troubleshooting and smooth feature release to Deloitte. With DROP, the bank acquired oversight in its release process and visibility in which features are in the release pipeline or which changes are made in the bank's landscape. Additionally, consistency is now a core fundamental of the bank's release process. Manual handling is eliminated and new features are deployed to end users much faster. Without losing sight of data security, the release process of the bank was transformed to a modern process.

> "DROP's expertise has accelerated the project throughout the full lifecyle, from start-up until business go-live. Their responsiveness and flexibility make it a pleasure collaborating with them."

Contact

Jasper Stoop
Asset Owner
jastoop@deloitte.nl

Saurabh Teotia
Asset Manager
steotia@deloitte.nl

Theo Slaats
Asset Partner
tslaats@deloitte.nl