Charter Global

Charter Global
CASE STUDY - Home utilities and services integrator

> " This collaboration had a significant impact on how we conduct our business. Charter Global was able to take our delivery system to the next level so we can respond more quickly to consumer needs. "
>
> *- CIO*

About Company

- The company partners with major utilities and home service providers to provide a convenient single source for establishing or transferring household services.
- Representing over 50 million households, the company acquires customers, increases revenue, and generates high customer satisfaction for its partners.

The Challenge

The company's multi-channel platform was built to handle complex products and services. To perform optimally and to meet growing demand, however, the platform had to extend across its core services and across multiple partners, channels, and devices. They needed a partner to help take their growing services integrator and delivery system to the next level to respond more quickly to consumer needs.

- The platform needed a new SDLC to push projects efficiently and reliably.
- The product release process was inefficient and required more flexibility.
- Expediting the introduction of new features into production was critical for the delivery team to plan, schedule, and control the progress of releases from test to live environments seamlessly.
- They also required the capability to release features, individually and reliably with automated testing, and with reduced cycle time to any environment.
- They needed to reduce risk and increase capacity and scale in order to improve satisfaction.

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The Solution – A Continuous Delivery Toolset and Data Exchange Application

The client engaged Charter Global to develop and implement a Continuous Delivery / Continuous Integration (CD/ CI) toolset and a data exchange application to expand their platform capabilities. The toolset would enable the delivery team to plan, schedule, and control the progress of releases from test and live environments seamlessly. In order to succeed with CD/CI, they adopted open source tools recommended by Charter Global. These tools are critical for detecting code changes and for triggering a set of tasks as part of an effective process.

The data exchange app gives them the ability to share customer data simultaneously between them and utility partners when the customer's phone call is forwarded to the call center. Data captured from the utility partners is made available to the UI applications (Concert and Accord) through web services.

Project Scope

- Charter Global, with its highly skilled onsite and offshore resources, developed a suite of applications that would meet their growing business needs.
- An environment in Amazon Web Services cloud deploys applications and database on demand.
- An automation testing suite was created using Selenium and Protractor with a functional focus on the users' requirements.
- Quality Assurance tests were conducted at every stage using Selenium testing grid with Jenkins integration server.
- A monitoring procedure was deployed using Nagios and Splunk.
- Concert, a sales and order system, was developed to optimize the customer experience by presenting the right products at the right time.
- The Encore application was developed to support the fulfillment of orders placed through the Concert application.
- The ecommerce web application was developed using Magnolia to integrate seamlessly with various partner self service portals.

Continuous Delivery Toolset

- Rapid micro releases plus single click rollbacks
- JIRA for full SDLC management of releases
- Ansible for infrastructure configuration management
- Jenkins for automated builds and deployments
- State of art technology foundation: ActiveMQ, Java, Amazon web services, puppet labs, redhat, JBoss, PostgreSQL, Endeca, AppDynamics
- Significant investment in information security

Results – A More Homogenous Development and Deployment Process

The company is now seamlessly deploying features into production daily as a result of the implementation of a Continuous Delivery process. The transition from staged releases to Continuous Delivery took roughly six months. Charter Global also implemented a data exchange application which gave them the ability to share customer data simultaneously with utility partners. The project has had a positive impact on the company's ability to respond quickly to consumer needs and has also improved employee satisfaction.

The client engaged Charter Global to develop and implement a Continuous Delivery / Continuous Integration (CD/CI) toolset for their sales and ordering SOA platform in the AWS cloud and a data exchange application to expand their platform capabilities. After implementing the new processes, the company experienced a more homogenous product development and deployment process.

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About Charter Global

Charter Global has been providing IT services, skilled technology resources, consulting, and business solutions to mid-size and Fortune 1000 clients since 1994. From strategy to delivery, we offer expertise in a variety of leading technology platforms to ensure our clients' success.

- Established in 1994 with headquarters in Atlanta, GA, and development centers in India
- 1100+ IT professionals engaged in projects across the US
- Nearly 2 million IT consultant in our database
- Specialize in cloud technologies, open source, DevOps, mobility, ecommerce, and custom application development
- Expertise in Microsoft, IBM, AWS, SAP Hana Cloud Platform, SAP Hybris, Oracle Mobile Cloud Service, and JD Edwards
- Certifications: PCI, MS Certified Partner, Oracle Gold Partner, and SAP Edge Partner
- Established customer base of mid-size and Fortune1000 industry leaders in telecom, healthcare, media /entertainment, transportation, finance, energy, retail, and hospitality
- Some of the major clients we serve include AT&T, NCR, Cox, Verizon, and Macy's
- Awarded Top 150 workplaces by AJC for three consecutive years
- Member of the National Minority Supplier Development Council
- Recognized as a Proven Performer by ZeroChaos