

## From friction to flow:

### A DevOps journey in enterprise banking



#### The Challenge

In 2024, a leading financial institution recognised that it needed to significantly change its strategy to elevate its IT products and services and transform its customer and employee experience. As things stood, the limitations of mobile apps and online banking platforms frustrated customers, and employees found delivering outstanding customer service difficult due to poorly performing internal service and sales tools.

The bank moved rapidly and began to implement Agile methodologies. However, it faced serious challenges adapting its workflows because it was still heavily reliant on traditional Waterfall processes. It was clear the best route forward was a comprehensive transformational process to achieve an enhanced delivery pipeline and streamlined development processes that would boost customer satisfaction.

Putting customer value at the heart of this transformational programme, the bank was determined to make the best possible use of DevOps practices to revolutionise its entire Software Development Life Cycle (SDLC). It evaluated every proposed change to determine how much it would benefit customers, shorten lead times, increase release frequency, improve quality and boost employee satisfaction. Leveraging Test & DevOps coaching to design and facilitate this radical change was crucial to the bank's success.

#### The Solution

The bank knew of our reputation as a market-leading test and QA solutions provider, so it called on our DevOps experts to guide it through an SDLC transformation. Relying on our exceptional knowledge and proven track record in streamlining complex processes, the bank trusted us to deliver meaningful outcomes.

We proposed a process divided into three key phases:

1. Assessment and planning

The initial phase involved a comprehensive analysis of existing workflows across various teams, including mobile applications, mainframe solutions and internal support systems, to identify areas for improvement. This informed detailed plans to enhance each stage of the SDLC, from development to deployment.

2. Process redesign

Then, our experts focused on developing a tailored DevOps approach in close collaboration with all stakeholders, including C-level executives. The core objectives of this phase were to build cross-functional teams, align business goals with technical objectives and embed Continuous Integration and Continuous Delivery (CI/CD) principles.

During this process, our experts fostered and supported a culture of collaboration and shared responsibility, knowing how important this partnership approach was to any successful DevOps implementation.

### 3. Coaching and hands-on support

The final phase involved extensive coaching and hands-on support across all layers of the business. Our team conducted comprehensive training sessions and workshops, focusing on key areas such as Test-Driven Development (TDD), Behaviour-Driven Development (BDD), Clean code principles, Agile principles and practices, DevOps principles and practices and test automation strategies.

These sessions were designed to equip bank teams with the necessary skills and knowledge to implement DevOps practices effectively. Additionally, teams received coaching on essential soft skills such as collaboration, communication and creating short feedback loops, which are central to the DevOps mindset.

### Results and Impact

Implementing DevOps practices yielded significant improvements across several bank teams. Success was attributed to more frequent releases, targeted adjustments based on customer feedback and faster responses to production insights. These broad changes then led to more specific benefits:

Transformed customer and employee satisfaction  
Enabling a more responsive service through the faster delivery of new features and improved loan processing systems markedly increased customer satisfaction. For example, refining loan product offerings and processes increased loan application conversion rates, led to happier customers and enhanced market competitiveness.

Key improvements included:

- the introduction of shorter feedback cycles
- implementation of focused work periods
- an emphasis on quality, reducing rework and firefighting
- an increased sense of ownership among employees.

These positive changes led to:

- faster results and reduced frustration
- lower stress levels
- deeper connections between employees and their products.

### Valuable organisational benefits

The shift towards a more collaborative and transparent working environment delivered positive outcomes, including increased employee engagement, improved team morale and a noticeable decrease in turnover rates.

Consequently, teams became more stable and effective, and key talent retention levels increased. This stability also contributed to the overall success of the DevOps transformation, creating a positive feedback loop of improved performance and job satisfaction.

From an operational point of view, adopting CI/CD practices increased software release frequency, enhanced the reliability of the release process and accelerated time-to-market for new features and improvements. Implementing DevOps practices and XP principles enhanced the technical aspects of software development, using more effective testing strategies increased automation significantly, reduced production defects, and improved system stability, leading to lower incident response times.

### Bank on success

By systematically addressing each aspect of the DevOps transformation - from initial assessment to hands-on implementation - the bank significantly improved its software development and delivery processes, making not just a technical change but a cultural shift that permeated throughout the entire organisation.

An expert-driven transformational programme that makes the best possible use of DevOps practices can take IT products and services to the next level, enhancing customer and employee experiences.

**Contact us at [hello@resillion.com](mailto:hello@resillion.com) to discover what this could look like for your organisation.**