



Cygnets **Infotech**  
IT is about you



# 70% Improvement in Service and Product Delivery

on Implementing DevOps

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## Client Profile

The client is a leading non-banking finance firm in the UK, offering financial solutions to their direct customers and eCommerce omni-channel retail partners. The client company has a huge network comprising of customers and 250+ retailers that provide, 8000+ end-users, a credit platform that they can trust.



## Business Challenges

The client's business has been growing exponentially generating an urgent need to scale the IT infrastructure to seamlessly manage the increasing customer base. They confronted severe technical challenges while implementing new features, services, revenue streams on their financial platform and third-party eCommerce platforms.

### Key challenges

- Inconsistent system performance, functions and physical attributes
- Administer code review processes after implementation
- Challenging production deployment (Installation, Configuration, Testing, and Bug-fixing)
- Evaluation of regression suite in the pre-release environment
- Slow and manual release of new features in all environments (Development, Test, and Disaster recovery)
- Fragmented environments leading to inconsistency

## Business Requirements

The client needed a technology partner who could help them to automate their business processes end-to-end and manage outages or incidents, i.e. slow server response or server breakdown. They needed an IT services partner to linearly scale and maintain their existing platform to ensure that it can seamlessly handle 8000+ active users with 99.99% up time.



# Cygnnet Solution

Considering the complexity of client's business and technical expertise required, Cygnnet deployed an expert team of analysts, developers, operations experts and testers. Business analysts in the team visited onsite and collaborated with client's teams to better understand the business challenges.

They analyzed issues in the current state which the development and operations teams were facing. Based on their findings, they planned to implement an automated processes and workflow that would be managed with DevOps – for more engaged and productive team and higher system availability.

Our team integrated tools such as Jenkins and Docker to standardize code deployment across different environments providing them end-to-end network, operations and control support to handle outages and provide proactive resolutions.

The team automated common and repetitive processes freeing multiple human resources to focus on more cognitive work. The team also integrated Jira with Jenkins to provide automated deployments of features, simplifying the movement of tickets from one state to another.

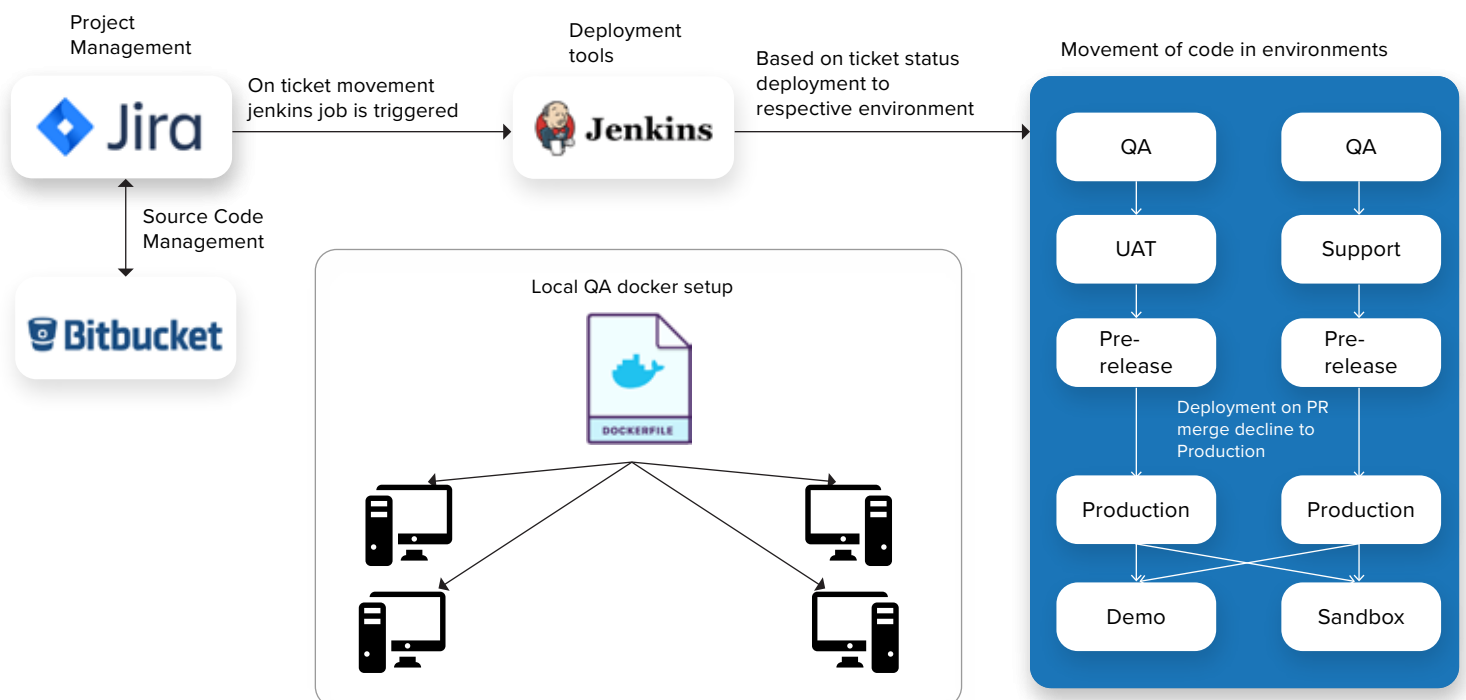
The entire process is designed in a way, that in case, if there is any failed deployment, the environment stability won't be at risk. This is since the deployment to the main environment won't complete unless all the steps are successfully performed on CI/CD master that holds Jenkins.

For production deployment, the team utilized Bitbucket Webhook Trigger, which initiates when PR to master is merged/declined and calls a custom service. This custom service is responsible to check which features need to be deployed based on the PR merge or decline state and deploys the respective applications by triggering a Jenkins job.

The overall solution includes:

- Jenkins, Docker and Jira for CI/CD implementation
- Katalon Studio and TestLink tools for automated testing
- NOC monitoring and support
- Industry-standard infrastructure control and provisioning
- Patch and release management
- Week-end support for P1 and P2 issues

## Architecture Diagram



# Business Benefits

CI/CD enhanced delivery speed of features and services

Right process and technology guided team to achieve the desired objectives

Fast feedback loops helped teams to measure features, fixes and updates that are moved to the production environment

Shared data, fostered a collaborative work culture

Highly automated workflow and deployment processes ensured rapid project delivery

Ability to control development processes increased programmable and dynamic infrastructure

Automated builds and real-time identification of issues minimized human error

# Technology Stack



## TECHNOLOGY

- Laravel & CodeIgniter
- Magento, Shopify, WooCommerce & Craft Commerce
- WordPress CMS
- MySQL & MongoDB Database



## DEVOPS TOOLS

- Jenkins
- Docker



## TESTING TOOLS

- TestLink
- Katalon Studio



## VERSION CONTROL

- Bitbucket



## PROJECT MANAGEMENT

- SCRUM
- JIRA



# About Cygnet

Cygnet Infotech is one of the most trusted names in the IT space delivering technology solutions to global clients across 35 countries. Born out of a vision to create software development company where quality, innovation and personalized services trump low cost, makeshift solution, Cygnet partners with its clients to help them transform in to high performance businesses.

Cygnet has deep industry and business process expertise, global resources and a proven track record in delivering innovative technology solutions. Cygnet can mobilize the right people, skills and technologies that improves business performance.



Founded in **2000**, currently with offices across **6 continents**



**1000+ Employees**  
Delivered **2000+**  
**Projects**

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