

Monte dei Paschi di Siena

Even the world's oldest bank faces challenges in today's volatile financial sector. To remain competitive, Monte dei Paschi di Siena needed to reduce IT costs and optimize performance while providing IT services that improve the business. To accomplish these goals, the bank turned to Micro Focus® Enterprise DevOps software.



Overview

Monte dei Paschi di Siena (MPS) is one of Italy's largest banks. Formed in 1472, it is also the world's oldest. Today, the business has around 2,100 branches and 30,000 employees.

Challenge

Creating Efficiencies through Better Testing

Its size and age have not prevented MPS from being impacted by wider challenges in the financial sector. "We are working hard to reduce IT costs and optimize our performance," says Michele Rizzo, IT development architecture and IT automation manager, MPS. "From a business point of view this means smarter banking—promoting online and mobile banking, all of which requires a stronger, more efficient IT. We need to be better at providing the IT services the business can use."

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MICHELE RIZZO

Manager, IT Development Architecture & IT Automation
Monte dei Paschi di Siena

Ultimately, Rizzo continues, it is about having a clearer focus on the customer: "We need to identify what the customer wants, and deliver those services quickly and faultlessly."

From an IT point of view this means detecting incidents early and resolving them quickly.

Strong IT governance is key to IT stability, Rizzo continues: "We wanted to create a methodology to support release management and standardize our development environments. This would increase the quality and efficiency of our software development, and reduce the number of defects."

"We are very keen to be self-sufficient in terms of managing and maximizing the use of our software tools, though we know we can lean on Micro Focus for help with special projects."

Solution

Strength through Testing

MPS was already a user of Micro Focus Project and Portfolio Management (PPM). "Micro Focus PPM has delivered speed and quality improvements," says Rizzo.

The next step in the bank's journey to DevOps was to adopt the suite of Micro Focus Application Lifecycle Management (ALM) tools, from



**MONTE
DEI PASCHI
DI SIENA**
BANCA DAL 1472

At a Glance

■ Industry

Financial Services

■ Location

Siena, Italy

■ Challenge

Monte dei Paschi di Siena needed to provide better IT services so that it could increase cross-functional collaboration to improve the quality and effectiveness of business efficiency.

■ Products and Services

Application Lifecycle Management
Enterprise DevOps
Project and Portfolio Management

■ Results

- + Increases efficiency and quality of software development
- + Creates a consistent testing practice with minimal complexity, simplifying future upgrades
- + Builds a stronger bank through better testing
- + Allows faster delivery of new IT services to the business, strengthening competitiveness in a tough market

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change and release management, to configuration management, to release automation. The final phase would be a full Enterprise DevOps integration, bringing together people, processes, and technology. This would drive efficiencies, particularly from the people and process perspective, improving cross-functional collaboration between testing and development. This Enterprise DevOps initiative would enable MPS to proactively reduce the number of defects and consequently drive production efficiencies.

“My perception is that Micro Focus, particularly in regard to testing and integration, is probably one of the best three suppliers in the world of this kind of solution,” says Rizzo. “It has 30 years of expertise in this field.”

Micro Focus Software Support services worked hand-in-hand with MPS to develop a DevOps solution that not only integrated seamlessly with its current business processes, but enabled MPS to understand the DevOps solution, with a view to achieving long-term self-sufficiency. This DevOps journey encompassed two phases: testing standardization and release management, followed by configuration and deployment management. Software Support services would be on hand during the pilot phase, including running a special management-of-change project to fully engage MPS stakeholders, with a view to the bank being self-sufficient at roll-out.

“We were conscious this deployment had to be more than simply the right tool, we needed the implementation to fit with our processes. ... would ensure the technology worked best with our people and processes, but it would also allow us to watch and learn, and maybe adjust our processes to work more efficiently,” explains Rizzo.

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Results

A Committed Partner

Only part-way through the pilot phase, Rizzo says it is too early to assess the business impact of the bank’s DevOps solution—specifically, whether it will help halve the number of defects while increasing operational efficiencies—but he is confident that Enterprise DevOps has set a good foundation on which MPS can build: “We’re still at the pilot stage, testing on just two out of 600 applications. But it is clear we are in a better position from an IT cost and quality perspective—and that can only benefit the business. Right now, we’re confident we can expand.”

Rizzo says the involvement of Software Support has been instrumental in creating an effective DevOps solution. “We have established an excellent working relationship. We have a steering committee involving the bank’s IT senior management, with ... sat alongside. It is more

than a client-supplier relationship; it is a partnership. We were both committed to the success of the project.”

Software Support services, he continues, never lost sight of the bank’s requirements: “We wanted a solution that was as ‘out-of-the-box’ as possible, or customized as little as possible. Of course, it needed to be tailored to our process, but complexity can be dangerous, especially when you want to move to the next release. We have the solution we wanted!”

Using the insight and expertise of Software Support services, IT management is now focused on developing DevOps competencies within its own organization as it begins a self-sufficient roll-out of Enterprise DevOps across its application landscape. Software Support services will continue to provide support for special projects and the MPS competence center. The future, Rizzo says, is to expand the Enterprise DevOps solution to all IT systems within the business, improving the quality of software and service supplied to the business.

“The better the service we can provide to the business,” he says, “the better the business.”

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