



The Sandhata DevOps Approach

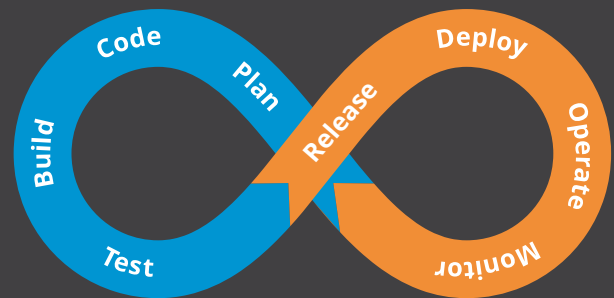
Transform your DevOps journey with
Sandhata Advisory Services

Are we on the same page?

Our definition of DevOps

DevOps is a philosophy which brings together **collaboration**, **cultural change**, and **automation** to improve the efficiency of your business – and increase customer satisfaction.

Collaboration is a key element of DevOps. Once the culture of collaborative delivery is ingrained in the business, every team unites in their drive towards achieving the same business goals. This cultural movement usually requires a big shift in how people work, and can trigger resistance to change. A successful DevOps strategy will formalise and communicate the roadmap to reach the end goal – without losing sight of the tangible benefits along the way.



DevOps focuses on the three pillars of People, Process, and Tools to drive IT development and operations together in order to improve the speed and quality of delivering software.

The ideal target state is complete automation of all delivery processes, streamlining every part of the operation. However, rather than being a one-time quick fix, this requires ongoing lean optimisation to maintain peak efficiency, security and maintainability.

DevOps is the key to reaching your overall strategic business goals faster. With the help and support of a DevOps Advisor like Sandhata you will be able to understand the process shift from start to finish, while having access to the knowledge and skills for introducing the DevOps approach to every aspect of your business.

5 reasons to care about DevOps



1 Business and IT transformation becomes more effective.

When you align your IT transformation agenda with the DevOps methodology, you will be able to see optimisation opportunities across the entire business. Be it processes, people or technology – DevOps brings an efficient, holistic view and perspective for change.



2 Market opportunities can be captured faster.

DevOps brings a fully automated, streamlined delivery process that significantly speeds up time to market. This means that your business can consistently outpace the competition, capitalising on market opportunities as quickly as they appear.



3 Overall IT spend can be dramatically reduced.

An effective DevOps strategy takes a lean approach to IT spending. By avoiding wastage in delivery pipelines, consolidating technologies, reducing technical debts and boosting collaboration, the entire operation will run more smoothly and cost-effectively.



4 Morale and working culture is improved.

By removing or reducing the frustration of dependencies and repetitive problems, DevOps can help to hugely improve the working culture and motivation of staff. This means that teams can spend more time producing real business value – and they will be empowered to innovate and drive the business forward.



5 New requirements can be addressed proactively.

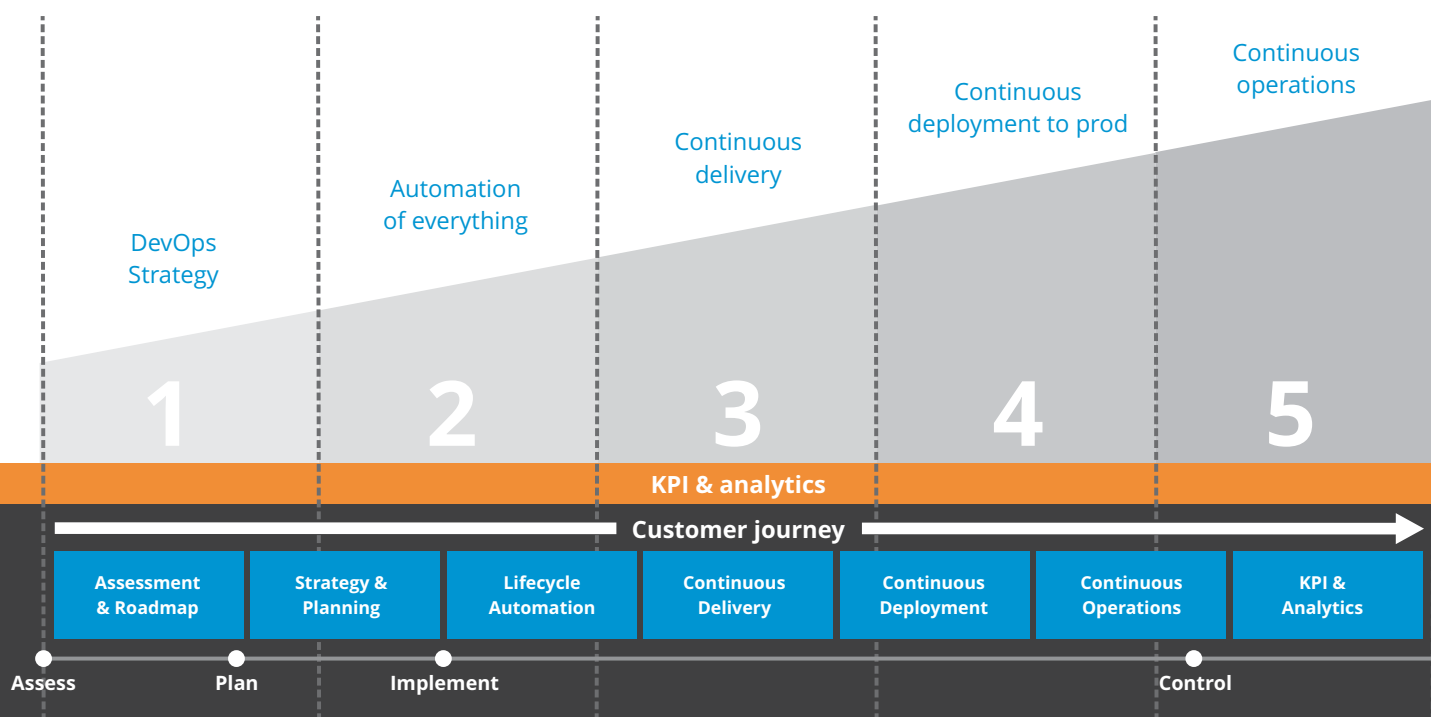
DevOps enables teams to meet the ever-changing demands of the market, with the help of agile, frictionless delivery cycles that evolve alongside the customer. This means that the business can proactively deliver new features and speedy iterations, without the need to know exactly what the future may bring.

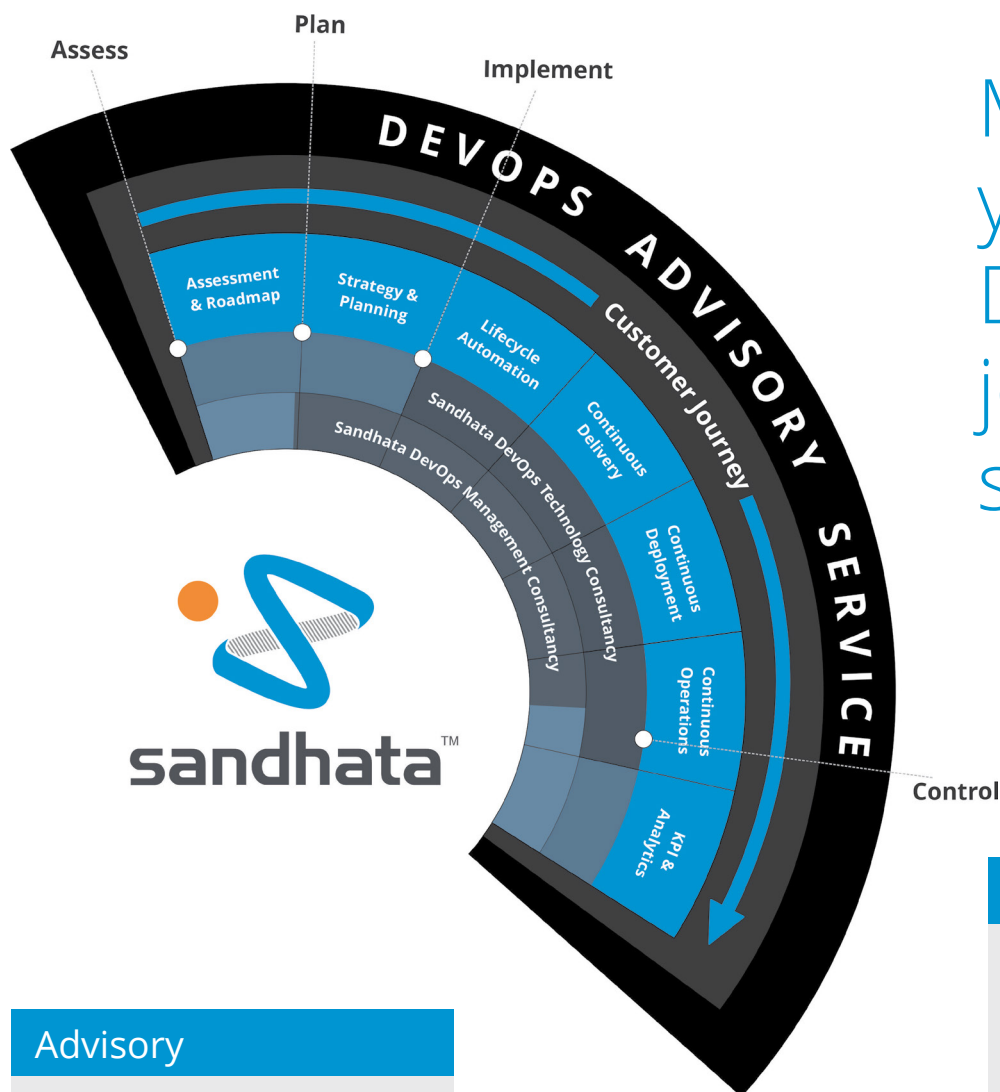


Is this your DevOps journey?

Any DevOps adoption is a journey – as unique as the business adopting it. But as with all journeys, you need to understand where you are starting from. By knowing your status quo, you can define a roadmap to support you in meeting your DevOps goals and achieving your identified business outcomes.

- 1 > **It is critical that you start your DevOps journey with a solid DevOps strategy.** This needs to be backed by the latest engineering and technology standards, release policies, operating models, as well as compliance and governance models.
- 2 > **Most organisations aspire to automate** all their key SDLC activities and find themselves at varying stages of automation maturity. Enterprises with a large legacy footprint sometimes struggle to accelerate automation across all disciplines, but the main objective is to reduce wastage and increase speed at all stages of the delivery process.
- 3 > **Once enough automation is in place**, the natural direction for businesses is to invest in Continuous Delivery. This will include consolidation of tools and technology, CD pipeline orchestration models, and process optimisation that incorporates governance and control.
- 4 > **Moving from Continuous Delivery** to production release automation is a big step. This is a move which needs to address governance issues, traceability and audit requirements as well as compliance. Companies tend to spend a disproportionate amount of time in achieving this step if release automation was not included in the initial strategy.
- 5 > **Continuous Operations is purely aspirational** for many organisations at the moment. The comprehensive production monitoring and effective, automated feedback mechanisms are vital to the success of a Continuous Operations model, but challenging to achieve without professional guidance.





Making your DevOps journey successful

Advisory

Our Advisory Service allows us to understand your business drivers and your current challenges. This is where your DevOps journey well and truly begins. The success of an enterprise-wide DevOps strategy depends entirely on your organisation's ability to move as one single entity – both culturally and technically. Through a **DevOps Readiness Assessment**, we speak with all stakeholders to bring together all the varying views on DevOps and produce an overall status report that is easy to understand. From this point of clarity, we can identify your **Key Performance Indicators** and make them meaningful and measurable. After all, you can't manage what you can't measure.

Management

The Sandhata Management Consultancy Service is where we deliver your evolving DevOps strategy into the organisation. We understand the challenge of change and disruption. But we also know how to marry functional delivery with DevOps innovation – through **technology, process and people management**.

Our experienced management consultants will help you navigate the DevOps journey while still meeting the business needs for functional change.

Technology

The Sandhata DevOps Technical Consultancy is our service platform for introducing tailored, best practice DevOps initiatives into your business framework. We have a skilled Consultancy team of **Project Managers, Architects, Infrastructure Specialists, Developers, Testers, and Production Support staff**. Their core focus is to balance delivery and innovation, under the watchful guidance of our management consultants. We want to get you to the point where your organisation is delivering change, either through enablement or in a direct partnership with us. Thanks to our wide range of experience in transforming internal practices, we can help you to quickly normalise DevOps tooling and communications across your business.

The DevOps Advisory Service

Managing the overall DevOps strategy is a daunting task. It's critical to ensure that People, Process and Technology aspects are addressed in a consistent long-term plan, to make the transition into a DevOps model as smooth as possible. This is where our Advisory consultants can add very tangible value.

We help you incorporate collaboration into all areas of the delivery lifecycle, which will help you keep employees engaged and motivated throughout this cultural shift.



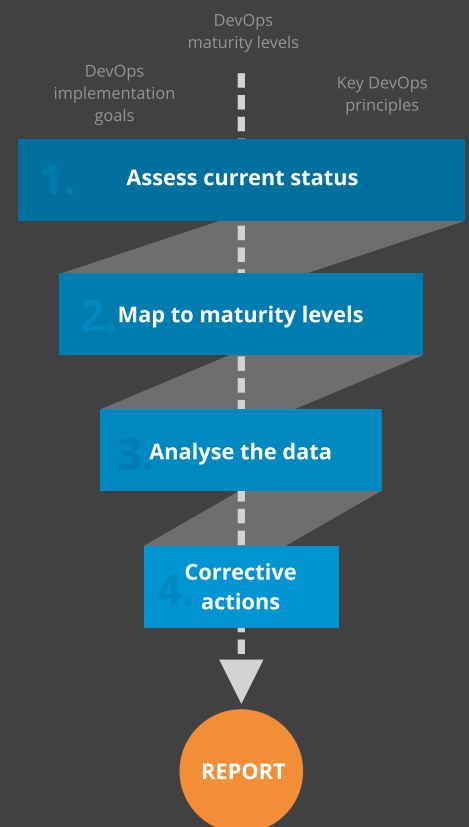
DevOps Readiness Assessment

A DevOps readiness assessment helps your organisation understand your status quo and to begin your DevOps journey with an implementation roadmap to suit your specific needs. A senior consultant will interview stakeholders across your organisation and run discovery workshops to capture information in a structured way. The key deliverable of this exercise is a report including process gap analysis, delivery pipeline heat map, tools inventory, current KPIs, DevOps maturity levels, DevOps roadmap and key recommendations.



DevOps Transformation Advisory

DevOps is not just a methodology, it's a culture. Unless management understands the impact of this major shift in operations and collaboration, DevOps initiatives run the risk of failing. Your business has a large number of moving parts that all need to work in harmony. People and cultural transformation must be placed at the heart of the DevOps adoption for the entire process to be orchestrated from start to finish.



Our Advisory Services will show you how to:

- Increase the value from existing IT investments
- Improve the success rate of DevOps, middleware projects, and change initiatives
- Provide a platform for agile DevOps and continuous integration
- Optimise operational spend and increase transformational success



DevOps Technology Advisory

A successful DevOps strategy relies heavily on the correct technology, tooling, and implementation processes. With the right guidance, your business can quickly see value from your IT investment.

Enabling DevOps in an organisation often requires effective change management of IT, in order to prevent potential disruption and technical roadblocks. If you run a team where processes and structures are already well established, this can be particularly challenging.

By collaborating closely with your leadership team, we can provide the advice needed for optimising the technology landscape to achieve your DevOps goals. We support technology managers with developing a technology strategy, selecting tools, and rationalising any investment needed. We then offer hands-on guidance and support for the business throughout the planning phase all the way to implementation, enablement and training.



KPI & Analytics

There are three areas you need to measure and analyse from a KPI perspective.

1. Cost 2. Reliability 3. Effectiveness

These areas can't be fully analysed using separate collections of metrics from various teams, but should be aggregated to offer an end-to-end view of the performance across the delivery lifecycle, as well as operations. This will enable you to measure performance against business goals.

As part of our DevOps Advisory services, we help you identify the most relevant KPIs for your organisation and set a number of KPIs that will serve as the best indicators of performance for your business. Once the actual KPI framework is set, you will be able to easily measure and report on the defined KPIs on a continual basis.

If you can't measure DevOps, you can't manage it. Knowing which Key Performance Indicators to track – and how to analyse that data – is a critical part of DevOps management.



DevOps Management Consultancy



DevOps Change Management

The inability to manage change is possibly the most common reason for the failure of DevOps implementation. Although the cultural shift is the foundation of DevOps, change management is often an afterthought for many IT companies.

The main objective of DevOps Change Management is to align all these moving pieces of technology, process, and culture. We understand how difficult it is to not only introduce new methods and systems but to get people to use them.



Optimisation Management

In any organisation, you want to ensure that all team members are contributing to the overall business improvements goals. This is particularly important for DevOps.

Successful DevOps management needs to deliver transparent, consistent, proven value to the business in order to achieve overall efficiency. We help you do this by setting goals around optimisation, ensuring every part of the delivery process is measured and proven to actively contribute to the efficiency of the business. This will give all members of staff clarity on the end result vision, which also supports motivation and ambition internally.



DevOps Delivery Management

It is crucial for your delivery teams to have clear direction and management. Every team member needs a defined focus on how to deliver each individual function in line with the organisation's Continuous Delivery strategy, engineering standards, policies and DevOps goals.

We can support you in not only defining the framework of organisational goals, but also ensuring that you stay within agreed standards and policies. By streamlining the way your teams operate, you can massively improve the speed and quality of delivery.



Agile & Lean Management

With the help of an Agile framework, you will be able to complement your DevOps transformation through building, coaching and managing high-performing teams with a clear focus.

Adopting Agile and Lean approaches often entails a cultural shift, and many teams struggle with the concept initially. We support you with any coaching and enablement needed to define, introduce and manage a tailored Agile process that will maximise the efficiency of the team.

DevOps Technology Consultancy



Lifecycle Automation

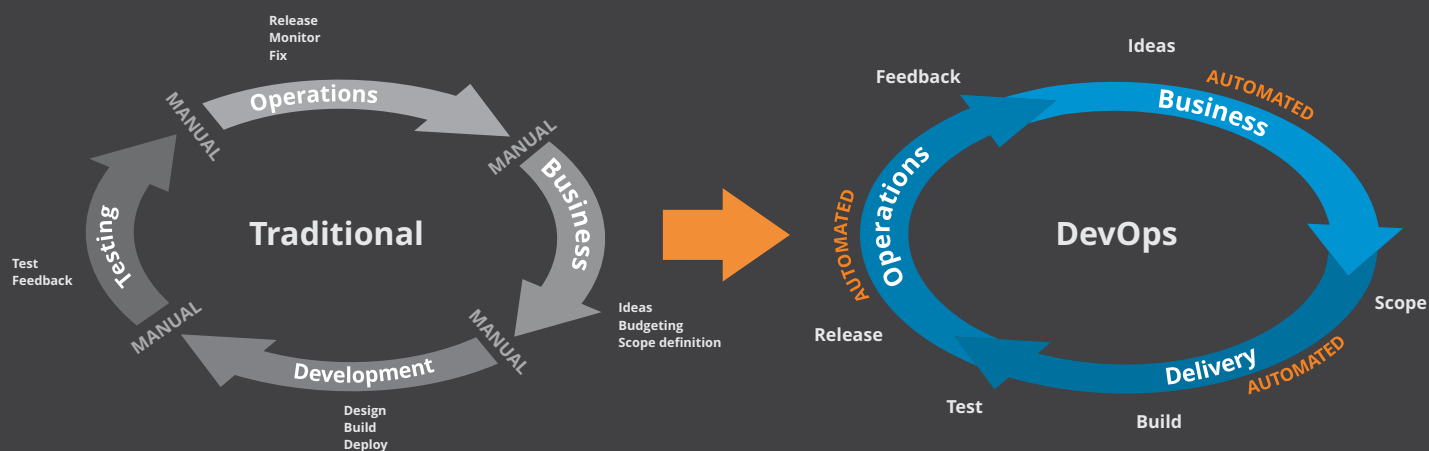
The earlier you can introduce automation, the faster you will see tangible results. Our skilled technology consultants will work to optimise your environment, in order to help your teams gain the full benefit of the automation early in the process. With the use of service virtualisation and containerisation, you will be able to build and deploy an automated environment which will dramatically speed up provisioning and delivery.



Continuous Delivery

We enable the right technology improvements, standardisation and best practices in the delivery process to help you achieve Continuous Delivery. We do this with the help of continuous integration, test automation, service virtualisation, workflow management and monitoring.

Together with your delivery and leadership teams, we create a Continuous Delivery workflow that is fully aligned with your overarching strategic goals.



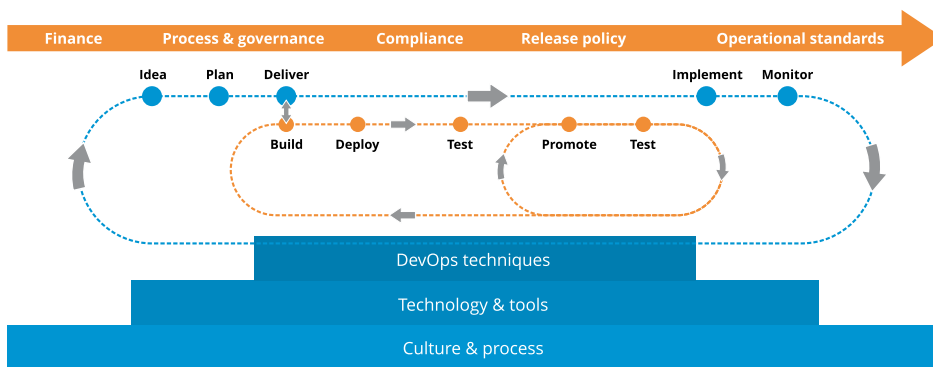


Release Automation

We help our customers to implement DevOps by addressing the building blocks such as continuous integration, automated testing, and continuous delivery. We also introduce technical enablers such as Configuration management, build automation, Deployment automation, Release automation, and management.

With the help of effective release planning, automation and monitoring, you will be able to add instant value and see tangible results more quickly.

Our senior technical consultants will help you to develop a production release workflow, with standardised release management and procedures. Thanks to our operational expertise in working with highly demanding technologies and business areas, we can identify potentially critical risk profiles early in the release process and address them immediately



Continuous Operations

A successful DevOps culture is not only about the quality of the delivery output, but also about the transparency of the process. This makes monitoring and feedback a critical piece of the DevOps puzzle.

DevOps cannot function without effective monitoring and communication. Your teams need to have a clear, defined strategy for proactive production review and feedback, where Operations, and even customers, communicate directly back into the Delivery organisation.

We will support your Operations and Delivery leadership teams in evaluating your current collaboration models and identifying areas of improvement. With the help of an effective communication strategy we can then deliver the production monitoring capabilities and enable the continuous feedback between teams which will ensure a more transparent delivery process.

Your business needs access to skilled Project Managers, Architects, Infrastructure Specialists, Developers, Testers, and Production Support staff. Our core focus is to provide all these functions with a balance between delivery and innovation.



Why Sandhata?

By using the three DevOps pillars of People, Process and Technology, we drive a cohesive strategy which delivers on the target objectives for your business.

What makes us unique

➤ Our DevOps Accelerators

We offer tried-and-tested implementation expertise to automate individual aspects of your lifecycle – for example test automation, Service Virtualisation implementation, build automation, and deployment automation.

➤ Our packaged solutions

We can offer pre-built solutions to address specific problems of external dependencies causing delays and uncertainty. Our SWIFT Simulator is a tailor-made solution to remove the time and cost dependency on SWIFT in your test environments.

➤ We focus on YOU

Sometimes bigger isn't better. The hands-on, customised service we provide is not something that the big service providers can offer, as they don't have the ability to fine-tune their approach to the same level that we can.

➤ We are enablers

Working with Sandhata is a true partnership. We don't simply provide you with a service, but we will offer a genuine advisory role where we enable you to harness all the processes and tools of DevOps in your organisation.

➤ We understand the challenge of change

After working in some of the most stringently regulated and traditional environments such as the financial industry, we understand how difficult it is to not only introduce new methods and systems but to get people to use them. We can help you achieve a measurable adoption that leads to quick return on investment.

"Sandhata enabled us to reduce system integration testing time from 3 weeks to half a day, increase the annual project delivery capacity by 100%, and save an estimated US\$6 million in hardware, software and resource costs. We are now able to bring products and services to customers faster, and seize new market opportunities."

Royal Bank of Scotland

Get to know us

We are a global integrator, specialising in all areas of DevOps to help clients deliver a 'digital first' strategy. With a team of highly skilled professionals, we deliver Advisory, Management and Technology consulting innovation for clients in some of the most demanding, regulated industries throughout the world.

Your success is our success

Here at Sandhata, we take pride in delivering high calibre services, with a dedicated and hands-on approach that truly sets us apart from the crowd. By tailoring our services to your organisation's unique needs, our experienced consultants are able to work in a genuine partnership with you to facilitate cultural change and support your own teams in harnessing the powerful DevOps tools and processes. Thanks to our unique Advisory model, we also complement our technical consultancy with supporting strategic decision making and change management at board level.



Gary Thornhill

General Manager

+44 (0)203 290 4688

gary.thornhill@sandhata.com



Priya Raju

Head of DevOps Advisory

+44-7727022648

priya.raju@sandhata.com



Bronwyn Davies

Head of DevOps Engineering

+44 (0)7916 150 907

bronwyn.davies@sandhata.com



Sandhata is a privately held service provider, headquartered in London and with a global presence undertaking engagements worldwide.

UK

Sandhata Technologies Limited
Coppergate House,
16 Brune Street,
London
E1 7NJ

Phone: +44 20 7680 7105

Fax: +44 208 711 3147

UK Delivery Centre:

Sandhata Technologies Limited
Synegis House
Crockhamwell Road
Reading RG5 3LE
United Kingdom

Phone: +44 207 993 6858

Fax: +44 208 711 3147

India

Sandhata Technologies Pvt. Ltd
Plot No.62
Sri Tower
JNTU-Hitech city road
KPHB Phase VII
Hyderabad - 500 072
Telangana
India

Phone: +91 40 6461 7848

Fax: +91-8099210055

Chennai Office:

India Land Tech Park,
Tower-B, 6th Floor
No:14, 3rd Main Road
Ambattur Industrial Estate
Ambattur
Chennai-600058
Tamilnadu
India

Phone: +91 44 42112444

Fax: +91-8099210055

USA

Sandhata Inc.
40 Wall Street
28th Floor
New York 10005
USA

Phone: +91 40 6461 7848

Fax: +91-8099210055

South Africa

Sandhata Software Services (Pty) Ltd
2nd Floor
West Tower Maude Street
Nelson Mandela Square
Sandton 2196
Johannesburg
South Africa

Phone: +27 11 881 5481

Fax: +27 11 881 5611

New Zealand

Sandhata Technologies Limited
Level 15, HP Tower
171 Featherston Street
Wellington 6011
New Zealand

Phone: +64 4 894 8560

Fax: +64 4 894 6598