



LIMEPOINT

CUSTOMER SUCCESS STORY

AUSTRALIAN CORPORATION AUTOMATES MAJOR PLATFORM IN JUST 3 MONTHS

A major Australian player, **MaxGroup*** is a listed Australian company which employs over 15,000 employees and serves over nine million customers.

NEED TO ACCELERATE

MaxGroup had been a user of Oracle software for several years and, in 2014, decided to implement one of Oracle's major enterprise solutions.

By early 2015, the project was underway but MaxGroup sought to accelerate its delivery and raise both capability and sophistication. MaxGroup wanted continuous delivery of new features, business rules or security patches as frequently as every day if needed, yet delivery had been quarterly as best. However, as Program Manager Phil Horton puts it, 'It wasn't just about speed. We wanted controlled, self-contained delivery, with the peace of mind of easy roll back. Everything had to support our risk appetite.'

VERY SPECIAL EXPERTISE

At the time, Horton considered using in-house resources, but soon realised that very special expertise was needed, so he spoke with his Oracle team. Without hesitation, they recommended LimePoint who had recently completed a successful implementation of the same solution for a similar company.

'They were open, direct and honest with nothing sugar coated. Very clever, highly experienced people who added high strategic value. LimePoint's a good company to work with'

Phil Horton, Program Director

As Horton recalls, 'Capability and technology were critical to us and LimePoint ticked off both, with strong skills in this Oracle solution for our vertical and an advanced toolset (EnvironMint) for automating continuous delivery. Their experience with cloud deployment in our vertical was important too.'

VERY AGGRESSIVE TIMELINE

From LimePoint's perspective, the project was a core solution replacement program. The company had a huge Oracle footprint with complex configurations; many of the manual deployments were inconsistent and unstable, and the delivery of new Oracle environments took far too long. For LimePoint, this was not a new challenge.

When LimePoint started work at MaxGroup, the project was advanced but nowhere near ready to go live. Even so, LimePoint set an extremely aggressive timeline of three months. This surprised Horton, especially because speed wasn't the main driver; high quality and good functionality were far more critical.



**All case study details are factual and have been verified by the customer. Names have been changed for privacy reasons*

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Phil Horton, Program Director

NOT JUST MORE PEOPLE

As Horton makes clear, 'With LimePoint, it was never about throwing more people at the job. Quite the reverse, in fact. They minimized the human component, which was quite a refreshing change.'

LimePoint's approach was to choose its most experienced consultants for the project, and to make full use of its advanced EnvironMint tool - to harvest existing Oracle environment configurations, prepare design patterns and blueprints, automate Oracle technology builds, provision and manage high availability Oracle environments, deploy infrastructure, databases, fusion middleware and applications where needed and monitor configurations, detect changes and encourage the right practices.

TOUGH INTERNAL TARGETS

The LimePoint team set itself a number of extra targets - including smooth 'go live' staging and transition, very high availability post 'go-live', delivery of consistent environments, major performance enhancements (like login reduced from 200 to 5 seconds), improved resilience, security and configuration governance, and support for rolling or incremental changes. Based on previous experience, LimePoint knew these were vital.

A SINGLE DEFECT WITH NO IMPACT

LimePoint met the deadline and its own targets, and the Oracle solution went live with just one defect. 'Usually there are hundreds of defects [in going live with Oracle deployments],' Horton makes clear, 'including serious ones. With LimePoint, there was a single defect which had no customer impact. We found it using EnvironMint, fixed it and migrated to live production with no outage whatsoever. This alone proved LimePoint's value.'

ROBUST, FLEXIBLE WITH FULL CONTROL

MaxGroup now has a robust platform which its IT staff can manage and change flexibly and quickly. They have full control of test-and-migrate functionality through LimePoint's automation tool, EnvironMint. As Horton emphasises, 'We have a highly complex solution and must have guaranteed consistency and tight control, and be able to test in a central place before we roll out to each environment. Now we can test, patch and roll out easily because the process is automated, and roll back if needed which is vital.'

MaxGroup takes an incremental approach to change, adding improvements that increase business value as needed, not a 'big bang' that may take years to implement. The EnvironMint tool has given MaxGroup the control and flexibility to stage manage these small releases that back up its business goals and values.

OPEN, DIRECT AND HONEST

Horton is positive about his experience with LimePoint's people too: 'They were open, direct and honest with nothing sugar coated. Very clever, highly experienced people who added high strategic value. LimePoint's a good company to work with'.

