

Optimising infrastructure using DevOps



Background

Thebes Group was engaged by a global leader in the payments processing industry, providing payment solutions such as the new Apple Pay to Merchant Customers.

We were appointed in May 2014 to recover the highly prolific NAP (New Acquiring Platform) project which had fallen considerably behind on delivery. On completion of this, the Merchant Service Company would become an entirely separate business from RBS and have rebuilt the entire collection of systems and processes which they use to process payments for customers. The project was vast, with many different aspects involving teams across the globe.

Thebes Group were initially asked to deploy a Programme Management and Middleware Team to build the base infrastructure and to steer the project in the right direction. This was a significant part of the project, without which, nothing else could be deployed or implemented.



Challenge

- Project recovery and delivery
- Completion to final agreed schedule
- Ability to rapidly adapt to changing internal customer requirements and timelines
- Imbed and integrate a brand new team with the existing team

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Quick Wins

Our initial engagement with the Merchant Service Company included the delivery of Middleware elements into the test and dev environments of the platform. Thebes Group is now responsible for the entire Infrastructure and Operations NAP Programme of work, which includes building the pre-production and production environments.

When we completed, Thebes Group had created the entire NAP infrastructure from start to finish. Within four weeks, a new plan was in place which had sign off from senior leaders; we deployed the new team and began to deliver against the new plan. We provided a fixed term 'surge' team who, within two weeks of being asked, carried out knowledge transfer between the project and BAU teams.

“ Thebes Group has been frequently praised by the senior management at the Merchant Services Company for the professionalism of our team and quality of our work. ”



Current Status

- Production environment is now live
- PPE environments are being leveraged for NFT use
- NDT environments are being leveraged for FT use
- Currently delivering efficiently in a commoditised way and have created many automated processes
- Planned environment deliveries have been achieved and future deliverables are on track
- Achieved final NAP timeline on deadline



Outcome

Our initial impact analysis showed a 90-day delay in delivery due to getting a brand new team up to speed. The actual impact was less than 60 days. Thebes created a new automated workflow management system with an evolved team calendar and dashboards to allow a more efficient working structure.