

CIVICA

Case Study

+44 1274 300 175

@enquiries@blackmarble.com

blackmarble.com



Microsoft
Partner



Gold Application Development
Gold Application Integration
Gold Cloud Platform
Gold Collaboration and Content
Gold DevOps

Cultural change drives Civica developers towards a unified DevOps Delivery

Civica (www.civica.com) is a market leader in specialist systems and business process services that help organisations to transform the way they work. Through experienced people who understand service delivery, the Group applies software, managed services and outsourcing to help customers streamline their activities. Civica supplies more than 2,000 organisations in the UK, Australia, New Zealand, Singapore, Canada and the USA, helping their customers to achieve a successful and more cost-efficient way of working.

Business Needs

As well as having teams based across different sites, in the UK and internationally-based, Civica had also acquired a number of other companies over time and had found that their teams were using a range of different kinds of Source Control solutions such as, Visual Studio Source Safe, SVN and Team Coherence.

Civica recognised that they needed to improve their processes, to find a way to bring all the teams into line, standardising across the business. Ultimately, they recognised that they needed to:

- bring all the disparate teams into the same system,
- save time and cost through removal of manual tasks,
- deliver services to their customers on demand quicker, faster, better.

Civica identified that they needed to move to a standard baseline that could be accomplished. Not just in terms of source control, and build approaches, but also in work item tracking, and testing. They had a testing framework that they wanted to implement.

The Civica logo consists of the word "CIVICA" in a bold, purple, sans-serif font. The letters are closely spaced and have a consistent weight throughout.

Transforming the way you work

Why Black Marble

Civica approached Microsoft for recommendations of partners that could assist them in reconciling their DevOps needs, in particular around the use of Azure DevOps. Black Marble's reputation for excellence in DevOps, especially around Azure DevOps, and as winner of the Global Partner of the Year award for Developer Platform in 2016, made us stand out, and ultimately the perfect choice for Civica.

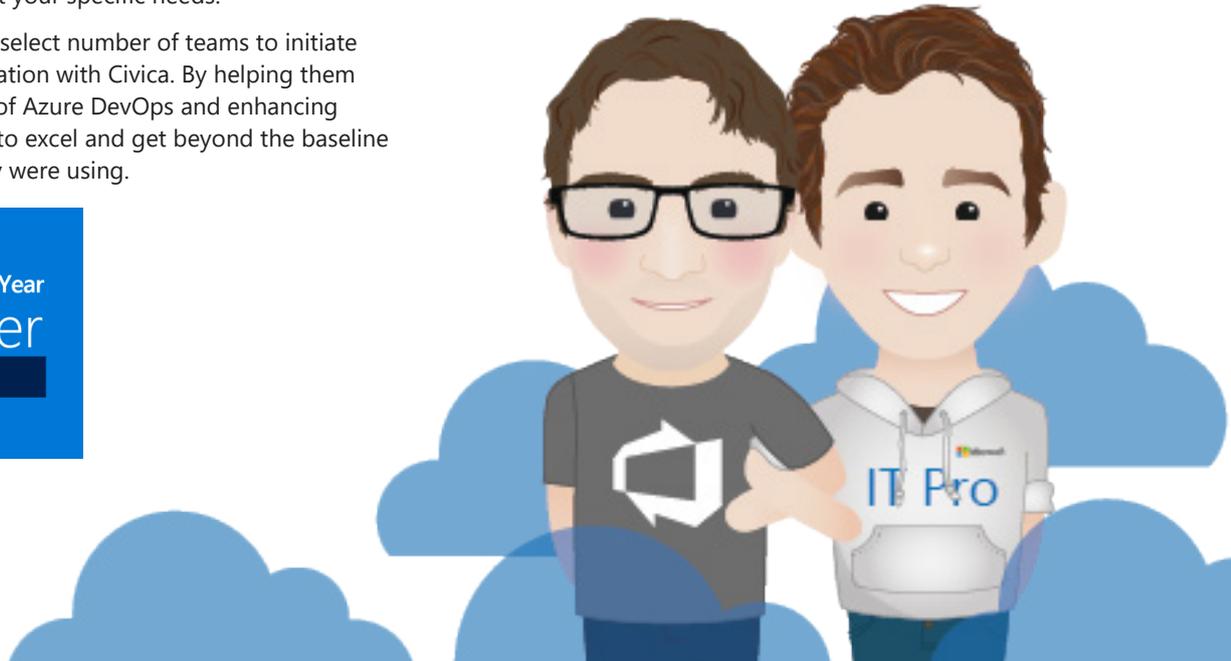
Solution

To standardize processes and improve provisioning of environments Civica turned to Azure DevOps, a cloud development solution for DevOps management. Azure DevOps can handle bug tracking, work item management, code sharing, agile planning, and build and release management. With DevOps, you not only get excellent functionality out of the box, but you also can use its strong extensibility model to customize it to suit your specific needs.

Black Marble worked with a select number of teams to initiate this development transformation with Civica. By helping them understand the capabilities of Azure DevOps and enhancing processes, teams were able to excel and get beyond the baseline of the technology stack they were using.

Microsoft Partner of the Year
2016 Winner

Developer Platform



Knowledge Transference

Our consultant would embed himself with the team, making sure he was working with them to get them up to speed. In this engagement with Civica, we emphasised the importance of knowledge transfer, leading the teams, but ensuring they understand and can run with it. In the longer term, this is key for adoption and culture change within an organisation.

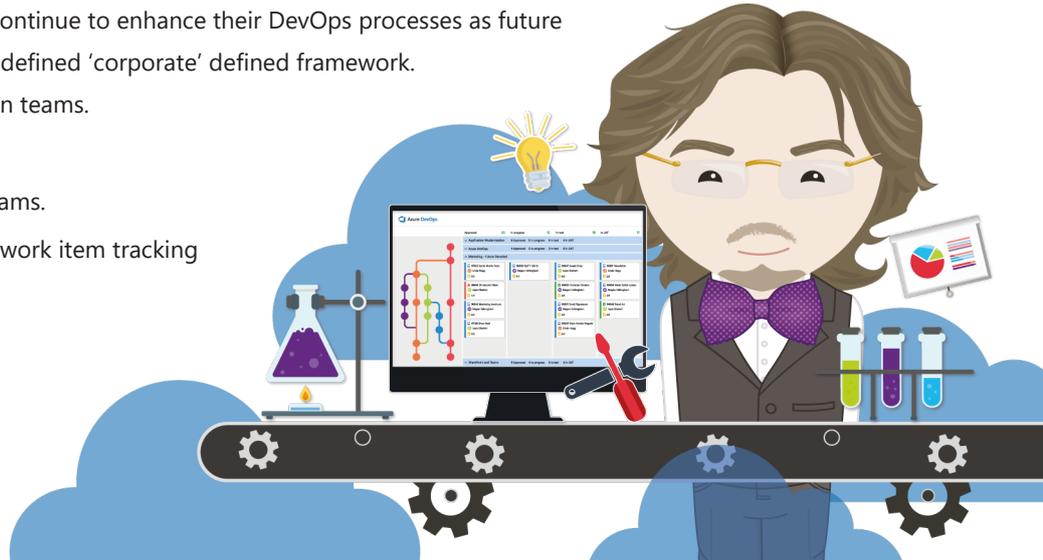
Thus, with different levels of adoption already within the different teams, we tailored our delivery to match. For example, for the team already on TFS, the jump off for them was pretty small. The other teams, moving from various other systems, had to make bigger jumps and needed a deeper, more involved level of engagement. Our consultants are used to tailoring our delivery to the different levels of knowledge, to ensure we bring everybody up to the same level. Less knowledge transfer needed for the teams who are already making pretty good progress in terms of standardising and embracing digital transformation.

Organisational changes, such as those undertaken by Civica as part of their DevOps transformation with Black Marble is not a process that simply starts and stops. It is an ongoing effort, striving for constant process and tooling improvement. Black Marble's engagement with Civica successfully provided the numerous teams within the Civica organisation the skills to move their existing process to new models, as well as to continue to enhance their DevOps processes as future needs evolved. Whilst remaining within a well-defined 'corporate' defined framework.

Thus, allowing easier transition of staff between teams.

Benefits

- Standardisation across the development teams.
- Consolidation of source code controls and work item tracking systems.
- Increasing efficiency.
- Ensuring best practices are followed.



Testimonials

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It's a mindset and organisational change, we knew we needed to bring our processes into line, and that we needed experts to ensure we did it right first time. In Black Marble we had absolutely the right partner for the job. They came highly recommended.

Richard Chambers, Development Director, Civica

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Using DevOps + VSTS has delivered to us solidity, continuity and consistency in software development. We expect to see significant savings, and this puts us right on track to help us improve availability of service – delivering even greater value to our customers.

Richard Chambers, Development Director, Civica

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When you're a business looking for continuous integration and continuous deployment, the tools help, but it's the process and culture that wraps around it that means the difference between success and failure. Our job is as much about introducing the right process, in the right way, for our customers as it is about the technology.

Chris Gardner, Consultant, Black Marble

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www.civica.com

Headquarters:
Putney, London

Company size:
1,001-5,000 employees

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