PLUTORA®

CASE STUDY

Australia state government initiative ramps up production with Plutora's Enterprise Release Management solution.

Service NSW

Customer

Service NSW

Region

Australia

Industry

Government

Products

Plutora - Test Environment management

Plutora - Release management

Cloud-Based
Available 24 hours a day, 7 days a week.

Trouble-Free Setup
Get up and running fast.

Fully Prepared
Be prepared for future challenges.

Best Practice
Follow best practices.

"We knew our delivery requirements and productivity needed to ramp up very quickly. That's why we ended up choosing Plutora."

Jarrod Roberts, Release and Environment Manager

Too Restrictive

Creating a single point of contact for the NSW state government was a huge challenge.

"The government agencies have high expectations and an increasing list of requirements," says Roberts. "They don't understand how long major releases take."

Service NSW was aware of the challenges to come. "We planned everything in advance. We knew we needed to get ourselves off the ground as quickly as we could," says Roberts.

Service NSW considered 3 competitors before deciding that Plutora was the best solution. "None of the competitors fitted our needs. They were too restrictive and didn't fit with my plans," says Roberts.

Best Practice

Service NSW were keen to ensure best practice, so they chose Plutora.

"We were setting up from scratch and we organized ourselves," says Roberts. "I already knew what I needed in regards to enterprise release management and we wanted to be as close to best practice as we could get."

Service NSW is happy with their decision. "Managers get to approve changes. Architects can confirm that the development taking place is what they originally anticipated or planned," says Roberts.

> "We can track all the different information and capture it within the Release Manager, release packages and deployment plans. The activities are working well."

Jarrod Roberts, Release and Environment Manager

Plutora has made Service NSW highly productive. "We are pumping out a major release every month until at least August," says Roberts. "We perform user acceptance testing and we plan to move towards combined acceptance testing. They are booked within the same environment."

Key Highlights

Company

Service NSW is an award-winning initiative of the New South Wales state government of Australia. Service NSW delivers more than 800 government transactions, including vehicle registrations and birth certificates, through one digital service, one phone number, and a network of one-stop shops.

"We own the customer experience between the state government and the taxpayers," says Jarrod Roberts, Release and Environment Manager. "NSW state government has separate offices and phone numbers for 168 government agencies, including Roads, Maritime and Fair Trading. We are working to create a single point of contact."

Currently, Service NSW has 3 fully integrated release environments, with a major release and a testing cycle for each environment every month.

More government agencies are being added all the time. "We will be connecting another 3 agencies to our system next month," says Roberts.

Single Source of Truth

Plutora has freed Service NSW from requiring inefficient spreadsheets and emails to manage their environments.

As a Cloud-based 'Software as a Service' (SaaS) solution, Plutora has given Service NSW a single, up-to-date source of truth for releases, deployment plans and test environments that is available 24 hours a day, 7 days a week.

"Success for our team is delivery," says Roberts. "It's always about delivery. Deliver as quickly as you can and as much as you can. We are delivering faster with Plutora than we would with any similar priced software."

> "Getting Plutora up and running was easy. There were no technical issues. It was just flawless."
>
> Jarrod Roberts, Release and Environment Manager

About Plutora

Plutora, the market leader of continuous delivery management solutions for enterprise IT, ensures organizational alignment of software development with business strategy. Plutora improves the speed and quality of application delivery by correlating data from existing tool-chains, coordinating delivery across diverse ecosystem of development methodologies and hybrid test environments, and incorporates test metrics gathered at every step of the delivery pipeline. The platform provides visibility and a system of insights into the entire value stream, guiding continuous improvement efforts through the measured outcomes of each effort.

PLUTORA.

Learn more: www.plutora.com
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