Healthcare Provider Achieves Secure Release of Application Six Months Earlier Than Expected

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Case Study Summary

An AutoRABIT client needed to quickly produce a potentially life-saving application on Salesforce without any previous experience with the platform. Being new to Salesforce DevOps, their processes were clunky, error-prone, and unable to produce the results they needed to adhere to Sarbanes-Oxley Act (SOX) regulations. AutoRABIT ARM was recommended to our client by their General Service Implementer (GSI) because of the positive results seen by their other clients. This resulted in streamlining DevOps processes and delivering the application six months earlier than projected.

Company Overview

Millions of people across Asia, Europe, Australia, and the UK rely on our client for healthcare services. They have grown to employ more than 88,000 people in their 60 years of service. Their high standards for patient care set them apart from their competitors and reinforce their industry expertise.

The Challenge

The client needed to produce an application to monitor COVID statistics, including infection rates, intake information, and hospital capacity. Dealing with sensitive patient information put the application under the requirements of numerous data security regulations including SOX. Developers struggled using change sets which resulted in broken deployments and lengthy production times.

NO EXPERIENCE WITH SALESFORCE DEVOPS

The client entered the project with no prior experience with Salesforce DevOps. They defaulted to change sets because they didn't have up-to-date knowledge of best practices.

DIFFICULTIES ACHIEVING COMPLIANCE

The application handled sensitive patient information that needed to be hidden from developers as they worked on the application.

QUICK TURNAROUND TIME

The timeliness of the application meant everything needed to be completed as quickly as possible without sacrificing quality or security.

AutoRABIT's Solutions

AutoRABIT ARM helped the client streamline their DevOps pipeline by bringing it up to speed with critical automation.

INTERNAL ENCRYPTION PROTECTED SENSITIVE DATA

Encryption of sensitive patient information helps client adhere to the comprehensive protection requirements to achieve SOX compliance.

SANDBOX MANAGEMENT KEPT DEVS ON THE SAME PAGE

Errors appear in the cracks when dev teams are working across a geographically disparate area. ARM's sandbox management abilities ensured everyone's efforts served a successful application.

CONTEMPORARY CI/CD AUTOMATION REPLACED CHANGE SETS

Integration and delivery of code changes became streamlined and optimized with the introduction of ARM's CI/CD capabilities.

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The Results

The client was able to deliver the application with the appropriate protections in place six months earlier than initially projected. Personal identifiable information (PII) is hidden from developers while they work on the application, helping them achieve and maintain SOX compliance. Deployments became reliable, which led to a 52% improvement in speed compared to when they were using change sets.

APPLICATION LAUNCH WAS MOVED UP BY SIX MONTHS

The client was able to release the application to users far ahead of schedule, immediately providing benefits to patients and helping keep them safe.

END-TO-END TRACEABILITY WITH A SINGLE GITHUB REPOSITORY AND FOLDER OWNERSHIP

Eschewing the clunky functionality of change sets for AutoRABIT ARM's up-to-date automation immediately increases the speed at which the team can introduce updates.

FULLY COMPLIANT PROCESSES

Eliminating the unreliability associated with change sets with ARM led to reducing the prevalence of broken deployments.