

# A Financial Services Company Increases Deployment Activity and Success Rate

## Case Study Summary

Our client didn't have the automated toolset necessary to streamline Salesforce deployments. Their inability to achieve record-based deployments and use of outdated processes created an unsustainable amount of waste, causing inefficiencies and compliance issues. AutoRABIT's Automated Release Management (ARM) was integrated with the client's nCino environment to address the ongoing issues. This resulted in a 689% increase in deployment activity, an 85% success rate for deployments, and a 70% decrease in wasted resources.

## Company Overview

Our client is a British bank that has offered financial services to their customers since the 18th century. They provide individuals as well as businesses with banking services, loans, mortgages, and more. They are among the most well-known clearing banks in England and have more than 45,000 employees.

## The Challenge

The client used Jenkins for software deployments, which creates bottlenecks, limits visibility, and isn't easily scaled to meet expanding business needs.



### **SLOW, OUTDATED DEPLOYMENT PRACTICES**

Utilizing Jenkins for deployments simply wasn't allowing the client to innovate at the speed they required. This led to a lot of wasted resources and clunky processes. Their lack of record-based deployment capabilities slowed down processes and created an overwhelming amount of manual work.



### **NO SUPPORT FOR RECORD BASED DEPLOYMENTS**

The client lacked the support for granular releases and consistent customizations, making it difficult to achieve reliable releases.



### **SCRIPT MAINTENANCE CREATED WASTED RESOURCES**

A lack of automated support also made it difficult for the client to achieve consistent results from a variety of aspects of their deployment life cycle, leading to wasted time, money, and effort.

## AutoRABIT's Solutions

The client utilized AutoRABIT ARM's nCino integration to automate critical processes and offer their team members the support they needed to quickly deliver updates while adhering to critical compliance and security mandates.



### **PURPOSE-BUILT TOOLING TO SUPPORT RECORD-BASED MIGRATION ON NCINO**

AutoRABIT's record-based migration capabilities enable the client to migrate configuration records without having to map the underlying data schema.



### **ONE-CLICK DEPLOYMENTS STREAMLINE DEVELOPER EFFORTS**

With the help of ARM, the client expedited their initial updates and monthly deployments with just a single click.



### **CI/CD AUTOMATION**

Automated testing, version control, and deployment processes were implemented to reduce manual effort required for maintaining scripts.

# Financial Services Organization Expedites Deployments with AutoRABIT ARM + nCino

## The Results

The client was able to modernize their approach by optimizing nCino deployments with ARM's automated testing, deployment, and collaboration capabilities. This resulted in an increased success rate to 85%, a 689% increase in deployment activity, and unnecessary waste reduced by 70%.



### OVER 1,500 FEATURE DEPLOYMENTS WITH 85% SUCCESS RATE

The client was able to increase their success rate to 85% over the course of 1,500 feature deployments by leveraging ARM for nCino deployments.



### 689% INCREASE IN DEPLOYMENT ACTIVITY ACROSS ALL SALESFORCE ORGS

Since the adoption of ARM, the client went from deploying 950 times over a 6-month span to deploying more than 7,500 times.



### REDUCED SCRIPT MAINTENANCE COSTS AND WASTE BY 70%

Strategic automation helped the client streamline operations and eliminate costly, redundant processes.



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