

ABN AMRO Reduces Deployment Times and Simplifies Complexities with AutoRABIT ARM

Case Study Summary

ABN AMRO recognized a series of opportunities for improvement within their Salesforce DevOps approach. The manual steps they previously relied upon would not meet their needs any longer, so they set out to find automated solutions. AutoRABIT ARM was selected for CI/CD capabilities and its integration with the nCino operating system. This led to automating manual processes, which increased their release cycles by 66.67% and helped them achieve an 85% success rate for deployments.

Company Overview

ABN AMRO is the third largest Dutch bank, serving customers for 300 years. They offer a fully digital banking experience while working to maintain a personal relationship with their clients. Although they target entrepreneurs, mortgage clients, and high-income clients, they work serve a broad client base.

The Challenge

ABN AMRO recognized that a series of adjustments and improvements were necessary to achieve their DevOps goals. A new CI/CD tool that worked alongside their nCino platform and met their compliance requirements was needed.



No Version Control

DevOps teams were unable to revert to a previous state when an application was working incorrectly.



Manual Processes with Change Sets Were Complex and Slow

Previous deployment processes with Change Sets no longer met their business needs. Automating these processes was essential to achieve business capabilities and quality standards.



Lengthy Release Cycles

ABN AMRO needed to be able to deploy reliable releases much more quickly to support their business goals and IT requirements.



Difficulty Managing Records

Unique record configurations were unmanageable with their existing toolset and standard CI/CD tools on the market.

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AutoRABIT's Solutions



Record Based Configuration

The deployment automation within ARM helped ABN AMRO clean up their complex records and metadata in their Salesforce environments for easier handling.



Modular Deployment

AutoRABIT ARM enabled ABN AMRO to selectively choose which components to deploy rather than being forced to deploy all components every time.



Version Control

ARM facilitates version control, so developers could confidently move code through the DevOps pipeline with the safety net of seamless rollbacks should something go wrong.



Merging From Org to Git Branch

ARM performs this function, whereas an external tool like Visual Studio Code was previously needed, streamlining approvals and optimizing their DevOps toolset.



Org Compare + Org-to-Org Deployments

AutoRABIT ARM simplified complex Salesforce metadata structures to facilitate the movement and management of system data, files, and records.

The Results

Delivery frequency, success rates, and confidence have all seen dramatic increases since the adoption of AutoRABIT ARM. ABN AMRO has increased their release cycles from every three months to every month and achieved a deployment success rate of 85%.



Increased Speed of Delivery

The automation of previously manual steps enabled ABN AMRO to increase their release cycles by 66.67%.



Higher Deployment Success Rate

Throughout the first year of using ARM, ABN AMRO maintained an 85% success rate for deployment activities.



Technological Impediments Have Been Erased

The DevOps teams have the capacity to deploy code every day. The only thing that can slow them down are business impediments, nothing technological.



Confident Releases

ABN AMRO now enjoys more structure in their releases and increased peace of mind, knowing that if anything goes wrong, they can easily revert to a previous state with version control.