



TEMENOS

The software specialist for banking and finance

CHALLENGE

Create a continuous delivery environment capable of supporting software development, deployment and testing across multiple suites of integrated products, running on numerous platform stacks, efficiently and at scale.

SOLUTION

Use continuous integration and continuous delivery with the CloudBees Jenkins Platform to orchestrate deployment and testing of suites of solutions covering 30+ integrated software products across 1,250 developers and testers.

RESULTS

- » Accelerated software delivery
- » Increased product quality, with fewer errors, earlier detection and resolution
- » Lowered cost of release
- » Enabling new agile implementation and delivery models

PRODUCTS

- » CloudBees® Jenkins Platform™

Temenos Raises Product Quality and Drives Operational Efficiency with Continuous Delivery

Temenos is the world's leading banking software provider – and Europe's fourth-largest software company. Over 2,000 firms in 150 plus countries across the globe, including 38 of the top 50 banks, rely on Temenos to process the daily transactions of more than 500 million banking customers.

The 2008 financial crash caused huge disruption among the banking industry. Not least, banks now have a far greater focus on cost control, efficiency and speed to market with new products and services.

The more recent arrival of new, non-traditional players including Apple, Google, PayPal and Amazon, providing payment and other banking services poses possibly an even greater threat to business-as-usual.

“Mainstream banking could be viewed in the same way as travel agents 10 years ago,” says Ben Williams, head of development platforms and methods, Temenos. “Banking customers now expect self-service, with much higher volumes of enquiries than updates when compared to just a few years ago, and in many ways technology players are foundationally better prepared to support this landscape. Just as high street travel agents were disintermediated by the likes of Expedia and Travelocity, an existential threat looms for banks who cannot adapt quickly enough.”

“The CloudBees Jenkins Platform allows us to create and manage an intelligent integration platform where products come together, with automated testing and deployment. We expect to see a far greater rate of feature churn – the speed with which we can go from idea to customer availability.”

Ben Williams

Head of development platforms & methods, Temenos

CHALLENGE: BUILD CONTINUOUS DELIVERY PROCESSES

A bank's legacy mainframe architectures are costly to maintain and slow to change. They also are not well suited to self-assisted transactions, with straight through, real-time processing. This is in contrast to transaction processing architectures used at the likes of Google and Amazon - despite them not being created with banking in mind. The cleanliness of these architectures is a key reason behind the ability to move quickly to provide innovative products and services to market as demand shifts, whilst operating at a highly profitable level.

"Traditional banks are acknowledging the need to transform their core banking infrastructure," says Williams. "In partnership with Temenos, banks can adopt the required architecture and run their systems on standard commodity server hardware like their born-in-the-cloud competitors. From this foundation, banks can apply emerging software best practices such as continuous delivery and DevOps to deliver new or improved quality products and services quickly and at a much lower cost of innovation."

This presents an opportunity for Temenos, but a qualified one. Temenos can help customers transform their core banking architecture, but it must do so in a manner that is agile, highly collaborative, thorough and efficient.

"For us to support this change we needed to embrace new ways of working," says Williams. "Continuous delivery is an important facilitator for us. We have to be able to continually validate software builds across multiple products and integration points - and to deliver capabilities to market with speed and confidence."

Temenos understood it needed to act; winning a five-year contract to transform the core banking infrastructure at Nordea, the Nordics' largest banking group, proved the catalyst.

SOLUTION: ORCHESTRATING COMPLEX DEVELOPMENT ACTIVITY

Temenos uses the CloudBees Jenkins Platform as an automation server for its Unified Temenos Platform (UTP). The CloudBees solution orchestrates the entire factory infrastructure of Temenos' software development, integration and deployment across 1,250 developers and testers working on suites of integrated banking solutions comprising 30+ separate products.

"Jenkins is at the heart of these factories," says Williams. "We support seven core platform stacks, and every time we deploy and test we have to do so across these different stacks. There is a huge amount of complexity, and we couldn't orchestrate the deployment and testing phases effectively without Jenkins."

Williams says there were already pockets of Jenkins in use in Temenos. "It was the most widely-used platform for continuous integration and automated builds, but it was all open source rather than the CloudBees Jenkins Platform."

The biggest influence on choosing the CloudBees Jenkins Platform, he says, was beyond functionality. "We wanted a solution provider that we could trust. Someone with a strong roadmap, with the right level of support to help us on our journey. With CloudBees I could see we'd have access to the right level of sales, process and technical expertise - and, conceptually, they aligned with how we saw the future. The CloudBees solution felt like a natural fit."

RESULTS

Accelerated software delivery.

The CloudBees Jenkins Platform enables Temenos to accelerate the software development process through automation. Jenkins orchestrates the entire software delivery pipeline, including build, test, package, deploy and release. "We're not delivering a single evolving product version on the web," says Williams. "Rather, a series of packaged suites of products, delivered and run on-premise at a customer's site, or in the cloud. The CloudBees Jenkins Platform allows us to create and manage an intelligent integration platform where products come together, with automated testing and deployment. We expect to see a far greater rate of feature churn - the speed with which we can go from idea to customer availability."

Increased product quality and reduced costs.

"Primarily, there is now consistency in build and test processes across various product teams." Williams expects this consistency to lead to increased quality, with defects found earlier in the lifecycle: "We can be religious about quality. The earlier we can spot issues, the more quickly we can find a remedy. It will lower our cost of release and ultimately improve the customer experience."

Win future new business.

Continuous delivery will also help win new business. "Customers are increasingly expecting visibility of in-progress feature development, and during implementation phases want frequent deliveries that allow them to build upon using their own continuous integration and continuous delivery processes," says Williams. "UTP, along with capabilities built into the Temenos product portfolio, effectively enables agile implementation projects."

Learn More About Temenos

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