

# DevOps Automation Enables More Efficient Software Release Cycles For Accident Insurer

Enabling the widespread use of DevOps principles for a more-responsive customer platform

AUTOMATION

DEVOPS

INSURANCE

## INTRODUCTION

Headquartered in Charlotte, North Carolina, this insurance client provides accident insurance coverage primarily to small and medium-sized businesses. The client wanted to find a faster way to release code and improve their in-house DevOps capabilities to better serve their customers. Recognizing that mentorship and education would bolster their internal DevOps team, the client teamed up with Level to implement a more reliable and responsive process to address customer problems through automation.

“Successful DevOps practices allow for closer monitoring and issue prevention.”

## CHALLENGE

The significant amount of “tribal knowledge” in the client’s existing SDLC processes posed a considerable challenge. Tribal knowledge is when systems and processes are not common knowledge to the broader team; this usually means these processes are not well documented, making identifying bottlenecks, process improvements, and knowledge transfer challenging, impacting the quality and responsiveness of the client’s products and services.

### In the course of automating manual processes, other challenges included:

- Legacy workloads that don’t align with process updates
- Lack of modern technology use causing deployment inefficiencies
- Inexperience transforming traditional workloads to containerized workloads
- Need for DevOps knowledge, education, and experience

## APPROACH

The client realized that to deliver business outcomes, they had to first overcome their technological and process challenges. Level’s mission kicked off with an action plan to enable the client to identify technology, process, and experience gaps, prioritize areas for improvement, and adopt an iterative process with metrics to deliver value to their customers.

### It was critical for the client to:

- Address data security risks
- Increase the maturity level of DevOps practices
- Manage data workloads and services that facilitate automation



We focused on helping the client upskill their engineering capability through education of DevOps best practices and process automation, saving the client hours of manual labor and increasing release velocity.

**Srinivas Coimbatore**, CloudOps Capability Lead

## RESULTS

This was a fantastic opportunity for education and mentorship centered around DevOps best practices. The client successfully automated their DevOps processes, reduced tribal knowledge through the use of knowledge systems, and migrated traditional workloads to Kubernetes, delivering a more responsive platform for their customers. With this newfound knowledge, the client adopted a more modernized approach when implementing new DevOps initiatives moving forward.



Automating the creation and maintenance of their Kubernetes platform



Increased investments in training the development, QA, and operations teams



Streamlining, documenting, and implementing DevOps best practices

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