



“SCM4ALL allowed Haspa to take the necessary giant step into state-of-the-art software change management.”

Haspa's key Software Change Manager



<http://www.haspa.de>

SCM4ALL CASE STUDY: HAMBURGER SPARKASSE

Company Profile

Hamburger Sparkasse AG, or Haspa, is Hamburg's leading retail bank for retail customers, private customers and medium-sized corporate customers in the Hamburg metropolitan region. The Hamburger Sparkasse (Haspa) forms the Haspa finance group together with its subsidiaries; the LBS Bausparkasse Hamburg AG, the neue leben Holding AG, Grossmann & Berger GmbH and Haspa-DIREKT (a Direct Marketing Service Company). Haspa is Germany's largest savings bank with a balance sheet total of € 31.3 billion and nearly 6,000 employees. Haspa offers a wide range of financial services for private and commercial customers in the Hamburg metropolitan region, which has a population of approximately three million people. Haspa is the principal bank for more than 50 per cent of Hamburg's residents. With 177 branches, 39 Private Customer Centers and 7 Corporate Customer Centers and over 300 ATM's, Haspa's presence is visible practically everywhere.



The Challenge

Prior to implementing the change management solution of IKAN, Haspa relied on several different software build and lifecycle processes for their distributed platforms. However, these processes did not provide the necessary controls and history audit trails to track changes at one point and lead to a huge amount of paper circulation. With the migration to new technologies and platforms (UNIX, SUN/Solaris), Haspa's development team was therefore seeking for a multi-platform solution to manage and streamline the multitude of projects, which included ETL programs, Cobol sources, SQL and other scripts, C, printout-flows and also, a growing base of JAVA projects. The different projects had interdependencies. All of which needed to be taken into account during build and deployment. Haspa also wanted, and needed, a single environment that would allow them to leverage code reuse, where a single module or several sub-modules were shared within many Haspa products with only slight variations. The replacement solution would also need to span all of Haspa's computing platforms, including UNIX and Windows with a minimum administration and maintenance burden, and improve management control over their outsourced projects. A single source code location supporting code reuse allows changes to be deployed effectively to all product instances. As there was no versioning control system active on the new distributed migration environment, it was decided to implement a VCR that supports branching and parallel development.



The Solution

After a thorough examination of the market, Haspa chose SCM4ALL, which is IKAN's solution for software lifecycle management, build and deployment. SCM4ALL allows Haspa to centralize and improve change management visibility and control over all development activities. CVS, "the" reference open source versioning system, has excellent support for branching and parallel development and SCM4ALL has a very tight integration with CVS, so it was decided to implement this solution for versioning. SCM4ALL interacts with the CVS source code repository allowing versioning at object and release level and adds the ability to automate the build, release and deployment processes. The flexible SCM4ALL WUI allowed a seamless integration of other web-based tools like ViewVC and CvsGraph, to increase usability.

The Results

The Haspa SCM team (together with IKAN's German distributor Minerva Softcare) has implemented a common comprehensive lifecycle process comprising development, test, and production for each of more than 70 projects. All the projects have one "head" (for normal urgency fixes) and two specific branches: "release" (for planned development), and "nightly urgency fix". This scheme might contain nightly fixes in between development and different urgency fixes. Since it would be a real waste of resources to have 70 different build and deploy scripts all doing more or less the same, most projects share generic scripts, which are configured by specific parameters for each project (which file types to deploy to which directories, etc.). SCM4ALL picks up changes in CVS automatically when they are checked in and starts the build process, or – if this is not desired – the builds can also be requested manually by the developers. After a successful build SCM4ALL creates a tag in CVS with a unique build number that identifies the sources that were involved in the build process. This ensures source to load synchronization at every stage of the lifecycle. Deployment to test or production is controlled by a flexible notification and approval process. Therefore Haspa was able to manage the outsourcing challenges of complete production to an external service provider without any gaps in the deployment.



SCM4ALL is the backbone of Haspa's new deployment activities

SCM4ALL provides Haspa with centralized project management controls, increased security, audit-ability and traceability over all changes to Haspa's developments. Haspa now has a centralized and improved visibility, control and approval processes over all development activity. Moreover, the build, release and deployment process is automated in such a way that it is repeatable, reliable and consistent, improving team communication and collaboration. To quote Haspa's key Software Change Manager: "SCM4ALL allowed Haspa to take the necessary giant step into state-of-the-art software change management".

Visit our website www.scm4all.com or contact us to learn more about our software lifecycle management solution.



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