HOW INTELLIGENT AUTOMATION & DEVSECOPS TRANSFORMED A LARGE TELECOM OPERATOR

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Challenges

The Client, a leading telecom operator in the Middle East, managing a workforce of over 200 developers and 800+ services, was facing significant operational challenges:

- Development and deployment activities were unstructured, manual, and prone to frequent errors.

- Tracking code ownership, ensuring consistent quality, and scaling deployments were becoming increasingly difficult.

- Resource performance tracking was fragmented, and SLA breaches were often caught too late.

- Delayed product launches and operational inefficiencies were impacting competitiveness in a fast-moving market.

Our Approach & Solutions

Optimizing Development and Deployment Processes

- Standardized workflows from demand intake to deployment, bringing structure to product development.

- Implemented robust ownership tracking and integrated automated quality checks across the development lifecycle.

- Deployed leading DevSecOps and ALM (Application Lifecycle Management) tools.

- Introduced Test Automation in ALM process for client as well as enabled test automation across APIs and overall process for improved stability

Building a Scalable DevSecOps Pipeline

- Automated the deployment process across 800+ services, eliminating manual errors and reducing downtime.

- Integrated a secure, continuous deployment pipeline using OpenShift, Jenkins, and GitLab, ensuring faster, reliable, and scalable rollouts Integrated test automation scripts in the pipeline for automated test validation

Enhancing Performance and SLA Management

- Developed a real-time Performance Management Framework using Node.js.

- Enabled proactive tracking of monthly milestones, resource performance, and SLA breaches.

- Provided early alerts and dashboards for better operational visibility and decision-making.

RESULTS DELIVERED

Resource Utilization
Optimized development workflows, improving team efficiency.

Time-to-market
Faster and more reliable deployment cycles, reducing launch delays.

Deployment Reliability
Achieved error-free deployments across 800+ services.

Operational Efficiency
Reduced downtime and improved delivery consistency..

SLA Management
Early alerts led to a sharp decrease in SLA breaches.

Strategic Decision-making
Real-time dashboards enhanced visibility across teams and milestones.