Mendix World - April 16-17
Doubling down on DevOps: Learn how Zurich provides indemnity against disruption
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Zurich UK: Driving BizDevOps Adoption

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Genesis of UK DevOps and the Mendix low-code decision
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Genesis of the UK DevOps capability

- Frustration in the business
- Platform decision
- Execute the pilot
- Success! DevOps established 2016
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Why Mendix low-code?

- Faster than traditional development
- DevOps “in a box”
- Business driven development
- Desire for MVPs over full apps from day one
- Response to different business levers: innovation, customer engagement, and back office
- Focus on smaller investments, speed to market and value realization
- Less reliance on 3rd party partners and processes for new solutions
Today, when the business wants to build an application or platform to engage with internal or external customers, they have to turn to a predominately waterfall focused IT delivery function often restrained by an outsourced application and infrastructure support and delivery model.

This is unsatisfactory, because this model is slow to respond to customer and market demand, slow to deliver value to the business, and does not support the aspiration of creating an innovative, experimental and exciting working environment.

We have created a world where we can respond quickly to the demands of the market, deliver applications and therefore value to the business fast and iteratively, and provide a vibrant, exciting, innovative and collaborative working environment.

We have brought this world about through the adoption of DevOps practices, the Agile project management framework, adoption of rapid application development technologies, and the courage and conviction to challenge the status quo in order to create the environment needed to support this different way of working.

Ultimately, DevOps wants to enable this different way of working throughout the UK business.
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If you’re not doing BizDevOps, you’re not doing DevOps
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Business aligned delivery – BizDevOps

- No one solution to driving DevOps adoption
- Did we forget the business?
- Make them (the business) own it
- Give the business hope...
- DevOps? You must mean BizDevOps?
UK DevOps – start, structure and then grow
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Building a DevOps capability – the three stages

The path to digital enablement...

Start

Structure

Grow
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Start, structure and grow – START

- Build the team, and establish practices and processes
- Start small with the right skills mix
- Choose the right pilot application
- Focus on one development work stream
- Funding model for staff and capital expenditure
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Start, structure and grow – STRUCTURE

- Mature the processes and practices
- Grow Scrum Master / Team Leads
- Grow support for two work streams
- Grow a diverse portfolio
- Establish a DevOps governance model
- Use accelerators to buy-in skills
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Start, structure and grow – GROW

- Multiple work streams
- Dedicated UI/UX SME
- Dedicated Scrum Master
- Operations team
- Blended development
Governance model: we do governance, but just differently
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DevOps governance model

- Light-weight governance model
- Governance people don’t like surprises – early engagement
- Building confidence through demonstrating competence
- Transition to production – leverage deployment patterns
The application factory approach
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Application factory approach – acceleration through re-use patterns

- Incorporate security, data protection and compliance requirements by design
- Build branding and common data objects into Application Templates
- Build an API library
- Build common functionality either into Application Templates or as Widgets
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Application factory approach – application templates for quote, buy and claims
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Portfolio highlights
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Portfolio highlights

Motor First Notice of Loss
- External mobile app
- Pre-populated driver and vehicle data, image upload, and GPS integration
- Fleet customer personalisation
- Developed in collaboration with major customers

Build to MVP: 4 weeks / 2 FTEs
Enhanced offer, churn prevention and building Zurich’s reputation.

Z-Alert: Travel and Personal Accident
- External mobile and desktop app
- Supports English, Spanish and German languages
- Personalisation options
- Developed in collaboration with major customers

Build to MVP: 8 weeks / 2 FTEs
£7K in efficiencies and est. £30K revenue each year.

Terrorism Data Capture
- Internal app
- Replaced spreadsheets and manual processes
- Significant efficiencies and improvements in data quality
- Regulatory compliance

Build to MVP: 16 weeks / 3 FTEs
£280K in year one plus reoccurring efficiencies and reputation.

Motor Green Card
- External mobile and desktop app
- Direct customer and broker self-service support
- Single or bulk Green Card creation
- Great feedback from customers

Build to MVP: 5 weeks / 3 FTEs
Regulatory, efficiencies and reputation.
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Where next for UK DevOps?

- Enterprise ready staff capacity and licensing
- Support strategic transformation
- Leverage micro-services architecture
- Centre of Excellence for DevOps and Agile across UK
End of presentation