

# Reale Mutua Assicurazioni

## A shift ahead in the Change Management process with IKANALM

Reale Mutua is the largest Italian mutual insurance company founded in 1828 in Turin and it is the parent company of the Reale Mutua Group a multinational company doing business in Italy and Spain with over 3000 employees and with premium income of over 3,8 billion Euro (2015).

Reale ITES (Information Technology Engineering Services), the service company of Reale Group, had mainframe based Change Management tool, with a very high maintenance cost and without any possibility to drive build and deploy processes of the distributed systems (Linux and Windows).

The around 50 mainframe applications were the core functionalities of the insurance company. Development was performed by external providers developers groups.

People from Reale ITES wanted to reduce costs and number of tools needed to take care of the whole Change Management process. Furthermore, they need a tool able to follow some applications during their platform migration from mainframe to distributed systems seamlessly, reducing developers migration impact. Some other applications areas were out of Change Management control and needed to be include in the Change Management process.

Reale ITES selected IKANALM, proposed by Hogwart, to be the unique Change Management tool for all their applications, regardless the delivering platform, starting the implementation from the replacement of the existing mainframe Change Management solution.

“We selected IKANALM, a web based Change Management solution, to automate the build and deploy processes starting from the versioning system to the production environments.” said Mr. Motta, ICT Infrastructure Manager at Reale ITES, “Our goal was to have one product, that managed the whole build and deploy process for all the platforms we used to deliver our IT services: mainframe, rehosted applications, databases and distributed systems (Linux and Windows)”

Many customized processes and lifecycles had been put in place in the more than 15 years old mainframe Change Management solution installation and, most of them, needed to be implemented in IKANALM. Both corrective and release lines of development have been set up for all the applications projects.

The three resources team from the chosen System Integrator (Hogwart) have worked for around one year to implement, for all the more than 50 applications, the standard processes, the exceptions processes and to migrate all the objects from mainframe to distributed (for a total of more than 100.000 objects). In this time, the team, also provided training for the developers on IKANALM and on new editing and versioning tools (Eclipse



and Subversion). Post deploy support was granted to make developers confident on the new way of managing code, build and deploy.

“After one year from the release of IKANALM in our production environment, around 5.000 requests of build and deploy, for mainframe and Linux based rehosted applications, are served in a month time for the 140 system users. In terms of mainframe packages there are 20 to 40 packages a week for the corrective line and from 150 to 220 packages for the every two months release line deploys.” Mr Motta said.

Reale ITES saved more than 2/3 on the software maintenance cost only considering the mainframe tool substitution.

The group which was monitoring mainframe Change Management activities, composed by two people, has been reduced to one and an external consultant has been released.

New implementations on IKANALM have been accomplished, after the mainframe applications management, for rehosted applications (on Linux based systems) and for DataStage ETL procedures. Next step will be to manage distributed systems applications based on .NET and Java languages.

“With IKANALM we have now a strong solution that is able to manage different kind of platforms with one control interface enabling us to go for a complete automation of all our applications environments, implementing DevOps paradigms and Continuous Delivery processes to manage proactively business needs and requirements. Moreover” concluded Mr. Motta “a reduction of number of tools simplify our architecture and reduce costs while the product flexibility allow us to bring Change Management procedures in areas where there still was a low level of control.”

### **About IKAN:**

IKAN is a Belgium-based company with its headquarters in Mechelen. The IKAN Group consists of 2 companies: IKAN Development NV and IKAN Solutions NV. IKAN Development NV develops and markets IKAN ALM, an ALM 2.0 compliant Application Lifecycle Management solution which perfectly integrates with the existing processes and tools of the customer’s working environment and answers all needs of all stakeholders.

### **About Hogwart:**

Hogwart is an Italian consultancy company focus on process automation and IT Service Management. It delivers services and products to help company to take advantages of the technology innovations transforming their processes and organization to be proactive towards business changes.

---

