



Automation of the Application Change Management process with Azure DevOps pipelines

Executive Summary

The Company

Reale Group is one of the most important insurance groups in the Italian market, with a long history dating back to 1828. Over the years, the group has developed a significant international presence with over 1,100 agencies in Italy, Spain, Chile, and Greece.

Reale ITES, a **Reale Group** company, was founded in 2015 to offer IT services to all group companies.

The Need

Reale Ites needs to support its business in a highly dynamic market where time to market, usability, and flexibility are key factors in staying ahead of the competition. To achieve this, management decided to adopt **Agile**-style methodologies (SAFe – Scaled Agile Framework) throughout the company, enabling it to respond quickly and with high-quality products to business demands. This requires organizational change and the implementation of advanced technological solutions dedicated to development processes.

The Solution

In order to adopt Agile procedures, **Reale Ites** decided to support the new operational paradigms with adequate automation of application development processes. In this context, it chose **Azure DevOps** as the toolchain management and automation platform and relied on the experience of **Hogwart** consultants for methodological support and implementation across all application lines.

Reale Ites, a company within the Reale Group that provides IT services to all group companies, decided to use the Azure DevOps tool to implement application development process management pipelines.

Reale ITES selected Hogwart, a consulting firm specializing in Change Management processes, to support them in defining the methodological guidelines, creating usage templates, and implementing the pipelines.

The project required in-depth expertise in both general application Change Management topics, Agile and Azure DevOps (the tool selected by Reale ITES to support their processes). Hogwart consultants, recognized experts in this field, collaborated closely with Reale ITES staff who defined the standards for drafting and validating the guidelines. They then worked with multiple stakeholders —including both internal teams and external vendors — to implement applications development processes. The pipelines, built using YAML scripts, seamlessly integrated all toolchain components outlined in the methodological frameworks: project boards, code and artifact repositories, testing tools, code quality control solutions, and application monitoring systems.

“Hogwart successfully supported us in defining the guidelines and subsequent implementation. Their extensive experience in Change Management processes and toolchain technologies, including Azure DevOps, was key to choosing them as the supplier.”

Antonio Motta, Chief Technology Officer Reale ITES

“Hogwart consultants provided comprehensive support throughout our transition to Agile methods. They guided our team in adopting the methodology and managed the implementation of pipelines for the application teams, ensuring seamless integration with all the other tools in the toolchain.”

Matteo Dal Cero, Change Management Manager Reale ITES