Hewlett Packard Enterprise

2015 Awards for Customer Excellence

Howard Heller, Christopher Hurst
Comcast Cable

HPE ALM on SaaS cuts costs, eliminates infrastructure burden, eases application development management

Honorable Mention

Lifecycle Management

Software
- HPE Application Lifecycle Management (ALM)

Services
- HPE SaaS Implementation/Support
- HPE R&D
- HPE Operations

High-level overview

Using HPE, Comcast Cable realized the following benefits:

- Achieve first migration of Comcast enterprise application to external cloud

- Establish test case and benchmark for future cloud initiatives

- Eliminate need for short- and long-term infrastructure planning/budgeting

- Reduce TCO by approximately 40% over three years

  - Current savings on infrastructure-support resources

  - Future savings on hardware costs and server purchases

- Meet testing project schedules

- Ensure application owners >99% uptime

- Free administrators for high-value work; provide additional application features and train customers to use them properly for business advantage

- Deploy a single unified point of contact for resolving a wide range of issues from the application layer all the way down to physical devices

- Use newest application versions, deliver new features without lengthy upgrade process

- Perform consistent data backups and restore data on a per project basis, gaining the flexibility to change as the business changes

- Increase agility: Begin proof of concept for HPE Agile Manager in the Cloud (using ALM Synchronizer) to explore additional integration and DevOps accelerators

Company

Comcast Cable is among the nation's largest video, high-speed Internet, and phone providers to residential customers and businesses.

Contacts

Howard Heller is a Senior Engineer and Christopher Hurst is a Senior Manager at Comcast Cable.

Business goals

Comcast Cable had a locally hosted instance of HPE Application Lifecycle Management (ALM)

in one of its data centers. Moving to a pooled managed services support model created resource constraints. Challenges included quick response to issues, outages, and availability of dedicated support for systems and databases, builds, and maintenance. To eliminate these challenges and their drag on business agility, Comcast aimed to migrate HPE ALM into a cloud-based solution.

HPE Software implemented

HPE Application Lifecycle Management (ALM) on Software as a Service (SaaS) for Quality Center. Comcast counts 3,000 system users (1,500 unique ALM users per week), including Comcast staff, contractors, and vendors.

HPE Partner

HPE Partner Assure developed the Assure Management Console to streamline ALM administration and deliver strong reporting options. Assure is developing trashbin functionality.

HPE Services

Comcast drew on HPE resources including HPE sales staff, HPE SaaS Implementation/ Support, HPE R&D, and HPE Operations to assist with technical challenges (authentication, integration with other HPE automation solutions), setup of the database and schema and data imports.

Benefits

A successful SaaS implementation for ALM can serve as a test case and benchmark for increased collaboration and innovation as the relationship and usage model mature.

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