

2016 HPE Software Innovator Awards

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A team embedded in Citigroup's Global Consumer Technology organization uses HPE Application Lifecycle Management (ALM) to ensure the company's customer-facing applications deliver the experience its customers expect.

Honorable Mention

Enable Workplace Productivity

Software

- HPE Application Lifecycle Management
- HPE Quality Center Enterprise
- HPE Performance Center
- HPE Unified Functional Testing

Services

- HPE Software Services
- HPE ALM

High-level overview

Using HPE Application Lifecycle Management, Citigroup's Global Consumer Technology Group established a robust, standardized testing practice that delivers the following benefits:

- Aligns applications-testing processes with strategic business objective including maintaining Citigroup's Top 5 ranking in mobile banking apps and delivering top-notch digital experiences to Citigroup customers
- Supports faster time-to-market for applications including mobile applications where consumers expect rapid evolution of features and frequent updates, and where mobile platforms change continually and rapidly
- Achieves application availability of over 99%

HPE ALM delivers the robust, enterprise capabilities that Citigroup needs to:

- Deliver testing capabilities to 40,000 named users on multiple platforms including physical, virtual and Citrix
- Support as many as 2,400 concurrent users during peak usage

- Manage 1,700 active projects concurrently 24x7

- Support all projects, including large ones: over 20TB of data housed in HPE ALM environment

HPE ALM also enables Citigroup to adopt a DevOps approach to applications development workflows to:

- Streamline processes, handoffs and information sharing between development teams and the business
- "Fail faster": learn more quickly what doesn't work, so that development teams quickly gain the learnings they need to drive innovation, leapfrog the competition and capture consumer attention, interest and loyalty
- Drive synergies between development and operations teams that formerly worked in a more siloed fashion

Company

Citigroup, an American multinational investment banking and financial services corporation headquartered in New York City, has approximately 200 million customer accounts and does business in more than 160

countries and jurisdictions. Citigroup provides consumers, corporations, governments and institutions with a broad range of financial products and services, including consumer banking and credit, corporate and investment banking, securities brokerage, transaction services and wealth management.

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Business goals

Citigroup understands that in today's financial services industry, customers expect to conduct banking transactions digitally as well as in person—and that requires applications that can be accessed over both traditional and mobile devices. In this ecosystem, offering innovative mobile apps serves as a way to drive business growth and differentiation, win new customers, retain existing customers and add value to banking services and products. Citibank, for example, was the first bank to offer an app for the Apple Watch—an accomplishment that garnered the bank positive press as well as burnishing its reputation as leading the industry in digital innovation.

But mobile apps are also a class of software that changes quickly, making slow-moving waterfall development cycles a poor fit. Citibank can't afford to take years to bring an application from conception to production. It must be able to release new apps or upgrades in weeks, days or even hours.

So Citigroup's Global Consumer Technology group adopted a DevOps framework to collapse development cycles and time-to-market—and implemented HPE Application Lifecycle Management to enable the transformation by serving as a single, end-to-end enterprise platform for managing requirements, testing, defects tracking and reporting.

Apps that Citigroup manages through its HPE ALM platform include all of the company's customer-facing apps: its mobile apps; its externally-facing website, where customers can log on to manage their accounts; and its call center applications.

HPE Software products implemented

- HPE Application Lifecycle Management
- HPE Quality Center Enterprise
- HPE Performance Center
- HPE Unified Functional Testing

HPE Software Services

Citibank engaged HPE Software Services to plan the implementation of HPE ALM—and upgrade from a legacy version of HPE's quality testing software. When Citibank first decided to transition to HPE ALM, it thought it would have to pause its testing management for up to two weeks. This would have subjected the bank to unacceptable delays in its development projects, so Citigroup asked HPE to provide resources to help it stand up the HPE ALM instance and migrate its testing projects onto the new platform. Thanks to HPE Software Services, the migration was completed on time, with no disruption to the business.

Additional benefits

Citibank engages vendors to assist with its development and testing projects. By managing its requirements, testing and defects tracking in HPE ALM, it is able to maintain seamless visibility into all test and dev activities, regardless of where they are taking place.



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