

Case Study



Customer Name:
Isracard Group

Line of Business:
Credit Card
Processing

Headquarters:
Tel-Aviv- Israel

**Number of
Employees:**
85

isracard.co.il

Credit Card IT Group Takes Control of Database Code Change.

The MasterCard Group coordinates teamwork, eliminates "do-overs" in database development projects.

- MasterCard's development team has achieved an eightfold productivity increase in promoting changes.
- DBmaestro enables Change Management manager to control all projects throughout their lifecycles.
- DBmaestro tightly integrates with pre-existing deployment tools, while completely eliminating accidental code overwrites.
- Developers see if someone else is already working on the same object, minimizing the risk of redundancies and conflicts.

About Isracard

Established in 1975, the Isracard Group unites four companies that operate in credit payment as a retail banking activity. Its many products and services include cash withdrawal cards and credit agreements. The group has partnered with more than 100,000 merchants. The Change Management (CM) team at Isracard is responsible for managing and improving continuous integration processes, while overseeing development.

The Challenge

Isracard was struggling to minimize failures during production deployments and experiencing frequent unintentional code overwrites, forcing developers to spend time backtracking and re-implementing changes. Additionally, development, test and production versions were often out of sync. Isracard's problem: a lack of insight into change history, difficulty undoing changes and rolling back to previous versions, an inability to properly prioritize developer work, and a lack of formal documentation of planned and completed changes. Lacking a unified and standardized methodology that could be leveraged across all projects, the company's CM staff wanted to enforce consistency and coordination for database development in the same way that their tools and methodologies did for native code.

To overcome these challenges, Isracard's CM manager sought a way to improve development processes, maintain stability and promote changes to production monthly instead of daily. To ensure the availability of production systems, she also needed to ensure separation between development and production environments. But these changes would force developers to adapt to new processes, and would require them to have the proper supporting tools.



"Our development processes were inefficient, and we often found ourselves working on versions that were different from production versions. DBmaestro changed all that. It has helped us streamline and coordinate our activities across code and database development. Now, we can work smarter and faster, and everything runs smoothly, from start to finish. Focusing on changes rather than managing changes and dealing with re-work, boosted overall productivity of all developers. We estimate we were able to do 15% more with the same resources. At the same time the amount of incidents in production has declined as well. We had 20% less incidents. "

Ofer Krichman,
Head of Infrastructure
Software Department,
Isracard



The Solution

The Isracard Group began to evaluate solutions, including a one-hour walkthrough and a few days of "hands on" assessment of DBmaestro.

DBmaestro's advanced database enforced version control capabilities were implemented, with added features for deployment automation and enhanced security. DBmaestro was selected for a variety of reasons - most importantly, its ability to tightly integrate with deployment tools that were already in use at Isracard.

Initially, a single project schema was added to DBmaestro. Project teams worked together to define and implement the most suitable method. After seeing how the product improved development collaboration and totally eliminated code overwrites, the CM department began adding more projects under DBmaestro's supervision and control.

TeamWork™ Deployment

Because DBmaestro integrated seamlessly with the company's existing deployment tool, it helped to rapidly and effectively bridge the gap between code and database development methodologies.

Isracard's development team has now experienced an eightfold increase in its productivity in promoting changes. A deployment script that took as much as two hours to be developed before DBmaestro can now be completed in just 15 minutes.

DBmaestro also provides a full audit trail of all changes, and makes it easier for the CM manager to control all projects throughout their lifecycle - from development through preproduction, to production.

This drastic improvement was achieved with the help of DBmaestro's Change Policy Enforcement capabilities (version control locks), which prevent accidental code overwrites and eliminates the rework associated with such errors. Developers also now see if someone else is already working on the same object, improving communication and minimizing the risk of redundancies and conflicts.