

## CASE STUDY

# ING Bank Śląski: From Regular Nightly Service Calls to Stress-Free Deployments

ING Bank Śląski’s Application Development Team had been encountering database deployment errors on a nightly basis, affecting the team morale.



### The Company

ING Bank Śląski is one of the largest banks in Poland with over 8,000 employees, 4.4 million customers and 374 branches across the country. ING provides services to individual clients as well as business entities. The Application Development Team is part of the IT Division and includes approximately 40 employees. The team oversees data management and uses Corporate Data Warehouse (CDW) to do so.

### The Challenge

The Application Development Team’s responsibilities include a nightly data loading process into CDW. The process started at 11PM and lasted throughout the night. The team would struggle with database failures and errors during production deployments, forcing its members to provide overnight maintenance services on a regular basis. The errors were usually a result of inconsistencies between environments, which in turn led to an incomplete installation of packages in the production environment. Developers were then called in during the night to correct objects and ETLs. The constant need for nightly maintenance involved a lot of effort on team’s part and was also time-consuming; affecting the team’s morale.

### The Solution

As the problem evolved, ING Bank Śląski began to evaluate possible external solutions. After reading about DBmaestro’s offer in a newsletter, the bank decided to take it into consideration.

ING Bank Śląski decided to choose DBmaestro’s offer as it provides:

- A version control solution on the database level
- Minimization of conflicts with multiple developers working on the same code, brought about by the ability to manage versions within the database
- The impact analysis feature
- Indications of any conflicts between the source, target, and baseline databases and suggestions for how to resolve the conflicts
- Presentation of details of the conflicted scripts and potential merged output
- A clear view of the database deployment successes, KPIs, metrics and failures

### The Results

The deployment of DBmaestro’s Database DevOps Platform was completed in October 2017, after a careful, customized implementation process. The Platform is utilized by 25 developers on a daily basis.

“We believed that DBmaestro would help us decrease the effort we spend on providing support, as well as the number of errors, and would also bring back a sense of a job well done among my team members”, explained Mariusz Narewski, Head of Management and Reporting Applications Team. “Our developers had to react almost every night and provide support to the loading process. Each reaction to production errors cost us both time and money.”

### Recommendations

When asked how he would recommend other organizations prepare for deploying DBmaestro’s platform, Mariusz suggested “I’d advise others to check how the functionality of DBmaestro’s product fits into their existing CI/CD process, and how it fits the development process for the application.”

*"We saw what was out there, DBmaestro was a clear winner for our needs. The version control inside the database was what the team required for the smooth deployment of database packages and substantial decrease of nightly interventions."*

- Mariusz Narewski,  
Head of Management  
and Reporting  
Applications Team