

Ullink doubles deployments and achieves zero production failures with Digital.ai

HIGHLIGHTS

- No deployment issues in production, down from 1-2 errors per month
- Deployments take about 10 minutes. Previous deployments took from 30 minutes to 5 hours
- Doubled the number of deployments, from 2,000 to 4,000+ per month
- Faster delivery of applications and features to clients due to elimination of bottlenecks in operations

Challenge

Ullink provides global, award-winning, multi-asset trading technology and infrastructure that is trusted by the world's top-tier banks, brokers, and trading venues, from New York to Tokyo. Since 2001, Ullink has been one of the fastest growing technology companies in the financial industry.

Ullink offers clients the freedom to choose from modular products tailored to their individual needs, as well as fully-serviced solutions for an entire trading infrastructure, supported by global data centers. Ullink's agile technology can be deployed within a client's existing infrastructure, as part of a fully managed service or through a hybrid model.

Given the mission-critical and high-stakes nature of Ullink's customer base, it was difficult to accept any production failures at all; considering the consequences, there were no adequate excuses. Ullink's customers had zero tolerance for failures; two production errors per month were two too many.



Industry: Software & Tech Services

Size: now part of Broadridge
(10,000 employees)

Location: Global

Challenge

Ullink could not meet the goal of zero deployment failure per month. They needed to auto-deploy more than 1,000 changes in production month. The company did not have the ability to create and enforce rules across apps and environments.

Solution

After seeing a demo of the Digital.ai Deploy, Ullink knew it would meet their deployment automation requirements and be easy to use for their teams, who had a wide range of technical skills.



Digital.ai was the cornerstone of the changes we made to rebuild our entire software delivery platform. We moved from micro-sized manual changes to automated full application deployments.

Jonathan Berdan, CTO of Customer Service and Operations

When production engineers forgot a step or wrote code incorrectly, their manually executed deployments failed. Equally challenging, they had reached the limits of their ability to scale these manual processes; they were already deploying 1,000 changes per month and their deployment needs were growing. Ullink knew they needed to make changes to move to zero production-related errors, but they didn't know where to start or what they needed from their tools.

Solution

Ullink considered a homegrown approach to automating their deployments. They quickly realized that was too ambitious and started shopping for packaged solutions. "We started by looking at provisioning tools like Chef, Puppet, and Ansible to build out our DevOps plans," said Jonathan Berdah, CTO of Customer Service and Operations at Ullink. "At a DevOps convention in Paris, we watched a demonstration of the [Digital.ai Deploy]. We immediately understood the limitations we would encounter if we tried to repurpose these provisioning tools to automate deployments. We looked no further after that, because [Digital.ai] met our needs for fully automated and self-service deployments, granular control over user roles and privileges, and integrations with existing tools."

Digital.ai's graphical user interface (GUI) was also a big differentiating feature for Ullink. The GUI removed the necessity of technical scripting and enabled team members with any technical background to deploy software.



Deployments now take an average of ten minutes, down from an average of 30 minutes. Previous deployments took up to five hours



Doubled the number of deployments: now automatically deploying > 4,000 changes across UAT & production per month, up from < 2,000



No deployment issues in production, down from 1-2 errors per month

Benefits

Ullink discovered that Digital.ai wasn't just a solution for deployment automation; it also helped them rethink their entire software delivery system. "[Digital.ai] was the cornerstone of the changes we made to rebuild our entire software delivery platform. We moved from micro-sized manual changes to automated full application deployments," said Jonathan.

Digital.ai gave Ullink the control they needed to manage who could do what tasks and when, and the ability to show statuses of all their applications and releases across environments. Ullink's focus is now on executing changes that drive business results, rather than on the process by which they make the changes. Before, they reviewed each process to ensure it was well written and contained all the necessary steps; now, they don't even think about it. Previously they had to sign onto physical servers to perform tasks, which, since people are human, sometimes happened on the wrong machine or the wrong task. It was painful to explain to their customers what happened.

Now that the process is automated, it's difficult to do the wrong task at all. Ullink easily trained their staff on their new deployment process with Digital.ai, and today anyone can execute a deployment.

Previously their process was manual, and testing and production environments were drifting apart. Using Digital.ai forced Ullink to align their environments and configurations to create a standardized approach and unified view of their deployment process. With this insight and redesigned process, Ullink has reduced its average deployment time from 30 minutes to ten minutes and lowered the maximum deployment time from five hours to 25 minutes. Even better, production engineers no longer create a bottleneck that slows down the deployment process. "Within six months of implementing [Digital.ai], we doubled our deployment capacity to over 4,000 automatic deployments per month, up from less than 2,000 manual deployments per month. And production is error-free," Jonathan noted with satisfaction.

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The Digital.ai Difference

UNIFIED DEVOPS PLATFORM

Integrate DevOps & Security capabilities to enable continuous delivery of software

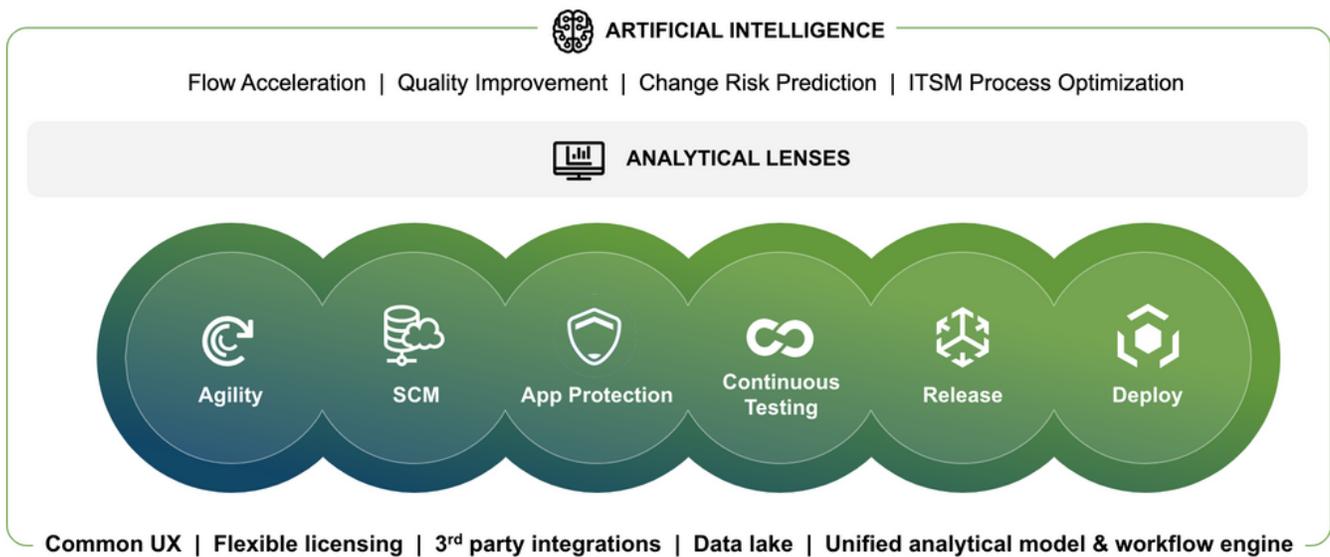
POWERED BY ARTIFICIAL INTELLIGENCE

Generate predictive insights that provide the intelligence to make smarter investments

CONNECTED TO THE ENTERPRISE

Connect to existing processes, applications and infrastructure to propel innovation that find new market opportunities

Digital.ai AI-powered DevOps Platform



About Digital.ai

Digital.ai is an industry-leading technology company dedicated to helping Global 5000 enterprises achieve digital transformation goals. The company's AI-powered DevOps platform unifies, secures, and generates predictive insights across the software lifecycle. Digital.ai empowers organizations to scale software development teams, continuously deliver software with greater quality and security while uncovering new market opportunities and enhancing business value through smarter software investments.

Additional information about Digital.ai can be found at digital.ai/ and on [Twitter](#), [LinkedIn](#) and [Facebook](#).

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