

WHY

KEEP UP WITH NEW
TECHNOLOGIES &
ABILITY TO INNOVATE

WHAT

FROM OUTSOURCING TO
INSOURCING SOFTWARE
DEVELOPMENT

HOW

SETTING UP A SECURE AND SCALABLE
AWS ARCHITECTURE & IMPLEMENTING
AN AGILE/DEVOPS WAY OF WORKING

CONSISTENCY IN HIGH QUALITY, SHORTENED TIME TO MARKET, AND IMPROVED
BUSINESS CONTINUITY

vereniging **COIN** 

CUSTOMER STORY

MODERNIZING THE SOFTWARE DELIVERY PROCESS AND INFRASTRUCTURE

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Vereniging COIN is an association of telecom providers and an essential facilitator in the highly competitive Dutch telecom market.

COIN maintains sectorspecific standards and provides advanced platforms that facilitate number portability, broadband switching, directory services, and number masking in the Netherlands

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Modernizing the Software Delivery Process and Infrastructure

As an IT governance organization, COIN had external IT providers develop and operate its core systems, which worked well for almost twenty years. However, increased customer demand and the need to keep pace with new technologies called for a significant change.

To retain its status as an authority in the telecom market, COIN wanted to enhance its services and reduce costs while simultaneously increasing its ability to innovate. It wanted to be able to experiment and develop new services and product features. Working with Xebia, COIN initiated a modernization process that focused on improving its core business drivers in the following ways:

- › Simplification and optimization: by reducing platforms and streamlining its way of working.
- › Time-to-market: by creating their own in-house software delivery team to shorten turnaround time.
- › Business continuity: by decreasing the dependency on external suppliers and exploiting the benefits of cloud infrastructure.
- › System availability: by improving the software architecture and software quality control.
- › Cost control: by delivering more service at lower costs.

The Solution is in the Cloud

Xebia set up a state-of-the-art, secure cloud infrastructure using Amazon Web Services. With this infrastructure and an improved software delivery process in place, several legacy applications were moved to the cloud, and new, highavailability, state-of-the-art services were deployed.

Some services needed to be rewritten which provided an opportunity to use the latest technology and modern tooling techniques. Most importantly, this allowed COIN to ingrain current development practices into its team. The result was not only a solid rewrite but also a blueprint for future services.

Team

From the onset, it was clear COIN needed to attract a small team of full-stack developers. Xebia hosted several events and meetups to draw a mix of senior and junior developers as potential candidates.

The event also helped COIN establish more visibility as an authority in its field.

After establishing the in-house development team, Xebia launched a program of coaching, training, and integration to build a shared foundation between COIN's development and IT operations. It also engaged the entire organization in implementing an Agile software delivery process.

“With Xebia, we’ve quickly made the transition from IT Governance to DevOps organization.”

Stephen Mans, director of COIN

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Future Proof

Xebia created a secure, flexible, scalable and self-healing deployment architecture for the company. Automated system tests in a continuous delivery pipeline ensure high quality that is consistent. Time-to-market and business continuity were improved by helping COIN create an in-house development team. The continuous delivery software pipeline enables COIN to deploy to production on a daily basis.

System availability was improved by providing a high-availability platform in the cloud and by implementing a modern software pipeline for all applications.

Thanks to the efforts of Xebia and new professional guidelines and processes, COIN now has a reliable and robust platform in place that leverages its business. The platform is set to launch them on a future-proof path of success.

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