

The CHEQUE DEJEUNER GROUP can now deploy its multi-platform Adelia applications with confidence, thanks to ARCAD-Deliver ■■■

The **Cheque Dejeuner Group** uses **ARCAD-Deliver** to orchestrate deployment and rollback of both the native and client-server/Web parts of its Adelia applications. This guarantees the centralized management of multi-platform releases while ensuring the security and productivity of transfers to production.

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Cheque Dejeuner Group, number-three in the world Voucher market

CUSTOMER SUCCESS STORY

“ The IT department, which has around 100 staff members (both internal staff and external contractors), is under the responsibility of one man, Serge Donolato, who ensures the overall coherence of the Group's IT strategy”

says Jean-Marc Amrein,
IT Director”

The **Cheque Dejeuner Group** (cooperative) was set up in 1964. It is number three in the world market for social and cultural vouchers.

The Group is active in 11 countries, with over 1900 employees. In 2009*, the Group realized a business volume of €3.7 billion (+8.8% as compared to 2008) and €260 million in sales (up 8.3%).

The Group creates and develops products and services for businesses, works councils, local authorities and individuals.

■ A coherent organization in line with a group strategy

The **Cheque Dejeuner Group** is organized into three departments: Vouchers France, International Vouchers and Services. The Group has adopted the same structure within its IT Department, which is itself comprises three departments: France, International and Technical. “**A multi-disciplinary Technical department manages the IT infrastructure for all of the applications of the other two departments,**” comments Jean-Marc Amrein, IT Director.

Jean-Marc Amrein has the key responsibility of ensuring the reliability and optimal performance of the IT systems for all of the Group's subsidiaries.

“**Within this department, the main technical support is focused on the back office: customer relationship management, marketing management, production management and ancillary accounting management; namely, all applications for the business's internal users. This amounts to no fewer than 600 staff (including clientele managers, data entry operators) grouping together all activities of a traditional order management back office.**” adds Jean-Marc Amrein. The front office part, in contrast, covers the management of client services that are made available on several dedicated web sites.

To take an example of the volume involved, back office applications consist of 30,000 objects (programs and files) stored on three dedicated servers, including one development and test server, one production server and one production model server reserved for the group's disaster recovery plan.

*2009 estimated figures



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■ An application-restructuring project was the catalyst for the adoption of ARCAD's solutions

The Cheque Dejeuner Group was confronted with an aging Information System (IS) model based on application duplication. **"Five years ago we embarked on an IS restructuring project intended to merge six parallel information systems into a single multi-company Voucher application,"** explains Jean-Marc Amrein.

Facing a restructuring project of this scope was a major challenge, introducing numerous organizational issues. On the initiative of IT management, a disaster recovery strategy was extended to all business activities to form an overall plan for securing the entire Information System. The growing maturity in the markets around Disaster Recovery and Business Continuity now reveals an evolution from hardware security towards security of software change. AMAIS, a specialist in this domain, assisted Group IT management in the consolidation/restructuring project by proposing several suitable solutions.

Jean-Marc Amrein, in his advisory role to the Business Lines, consults on the methodological aspects of project management and software implementation, and played a decisive role in choosing ARCAD. **"We were looking for a release management solution spanning our old and new applications to automate the software lifecycle, methods, standards and processes,"** he explains, **"and faced with how to deploy the business line applications within our tight organizational constraints"**. Machines needed to be available from 6 a.m. to 10 p.m without setting up a night team, with deployment security guaranteed. Moreover, in the context of this application release, the heterogeneous multi-platform aspect now had to be addressed. Above all, ARCAD needed to match the group's preference for one single release management solution, working with the Adelia Studio from HARDIS for several targets: IBM i, client-server, and Web.

Within these considerable constraints the objective was simple: **"To successfully automate application releases with a solution that works - without operator action, in a secured mode and heterogeneous environment, offering high traceability and rollback in the event of error"** comments Jean-Marc Amrein.

ARCAD Software quickly became the vendor of choice, making it easier to plan around the IBM i, the group's main application server. Initially, ARCAD did not already possess a specific product for the needs at Cheque Dejeuner, but instead showed their dedication to work together and enhance the existing multi-platform release management functionality in ARCAD-Skipper to handle the Visual Adelia solution in use at the group (Copyright © HARDIS).

■ ARCAD was ready and willing to find a solution to our problem

The decisive factor in our choice of ARCAD was the **"software company's expertise, long track record, and willingness to build a solution to our problem as an integral part of their standard software suite. This way the maintenance of our processes is guaranteed as we extend to other OS platforms, technologies and software,"** says Jean-Marc Amrein.

The core of ARCAD Software's business has always been to provide customers with a rigorous methodological framework for the automation of application change. Since the company origins, a design priority for ARCAD version control has been a clear focus on production, to maximize security in application release phases. ARCAD improves quality control by fully automating multi-platform deployment and rollback, within one single process, via a natural system of version numbers and application levels. Releases of sets of application components are fully secured, regardless of the number of production environments to be managed and their level of complexity. However, to face the ever-increasing technological diversity of these environments, ARCAD had to extend its solution set, to produce the ARCAD-Deliver solution. An innovative and highly strategic solution was required, able to orchestrate all releases, native, client server or Web. With ARCAD-Deliver, ARCAD has enriched its product offering, rounding out its already proven distribution processes, while resolving the specific problems of the Cheque Dejeuner Group.

■ A pragmatic solution for managing multi-platform releases

Solution implementation at Cheque Dejeuner covered specific aspects of development management, version control and source code management for heterogeneous applications (IBM i, Client-server, Web) developed using Adelia (Copyright © HARDIS).

"This ARCAD-Deliver product now provides a pragmatic solution for multi-platform deployment at Cheque Dejeuner, while ensuring rollback and multi-platform impact analyses that are essential for system security and non-regression," says Thierry Hudault, Project Manager within the France Department. **"Moreover, it fully meets the time constraints we discussed earlier, offering scheduled batch processing at night, and significant ROI as we no longer require a night team,"** he adds.

So, the Cheque Dejeuner Group uses ARCAD-Deliver as a console to safely deploy the multi-platform components of its Adelia applications. From a purely release management standpoint, the tool integrates the objects from Adelia cor-

rection items which it then places into an ARCAD version. It then builds the Release, checking for integrity before performing the final transfer to production.

The most impressive part of this case study is the interface level achieved between ARCAD and Adelia. ARCAD solutions are able to utilize Adelia metadata, to support a software life cycle in line with the vendor's natural Workflow.

This Adelia success story is just one example of the effective use of the ARCAD-Deliver solution. It has also been proven in integration with Team Foundation Server (TFS) © Microsoft, Visual Source Safe, Subversion, and other 3rd party change management systems. In all cases, ARCAD-Deliver works by extracting components from a wide variety of sources, for secure and automated transfer to production under ARCAD control. The level of openness in ARCAD and its global view of the Information System stems from the company's goal of unifying processes rather than products. This approach respects the client's existing tools and preferences, enforcing local development policies.

By offering such a positive and effective response to the needs of this Adelia client, ARCAD-Deliver has demonstrated its reliability in improving security and productivity of the transfer to production phase, eliminating of the risks of error in a heterogeneous operating environment. ■

Future projects

Extend the use of ARCAD release management throughout the entire Cheque Dejeuner Group, as part of an overall move to ITIL best practices.

The integrated ARCAD Test Automation solution is also due for rollout within the group.