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How We Deliver First Class Digital and Services to Our Customers Thanks to Splunk

...from our own true story on software journey

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Orange Applications for Business, a Business Unit of Orange Business Services

Orange Business Services

3,000+
multinational customers

21,000+
employees dedicated to serving enterprises

2,000,000+
professional, small and medium-sized enterprises and business customers in France

6.4
billion euros in revenue 2015



A global presence

Our Group provides services for residential customers in 28 countries and for business customers in 220 countries and territories.



Orange Applications for Business

Software & Services company

3 core pillars
customer Experience
data
IoT
System Integration

2,500 +
employees

1,000+
managed applications in production

2,000
software people

400 +
simultaneous projects



Speaker Biopic

- ▶ CTO of Orange Applications for Business
- ▶ Tech and digital evangelist with 20+ years in software, services and innovation
- ▶ Core missions:
 - Corporate technical strategy (Cloud, mobile, data, bots, software production pipeline)
 - Software delivery and production (Tools, services and infrastructures)
 - Strategic partnerships management and start-up scouting
 - Product delivery industrialization
- ▶ I have a strategic observation post on the evolutions, changes, practices and tools of the Digital, Cloud and Software cultures
- ▶ I love to share my expertise and experiences with customers, partners, analysts and journalist in keynotes, sessions or seminars



Moving in a Software World

How we deliver first class digital and services to our customers thanks to Splunk



The Daft Punk Syndrome

**“ Better,
Cheaper,
Stronger,
Faster ”**

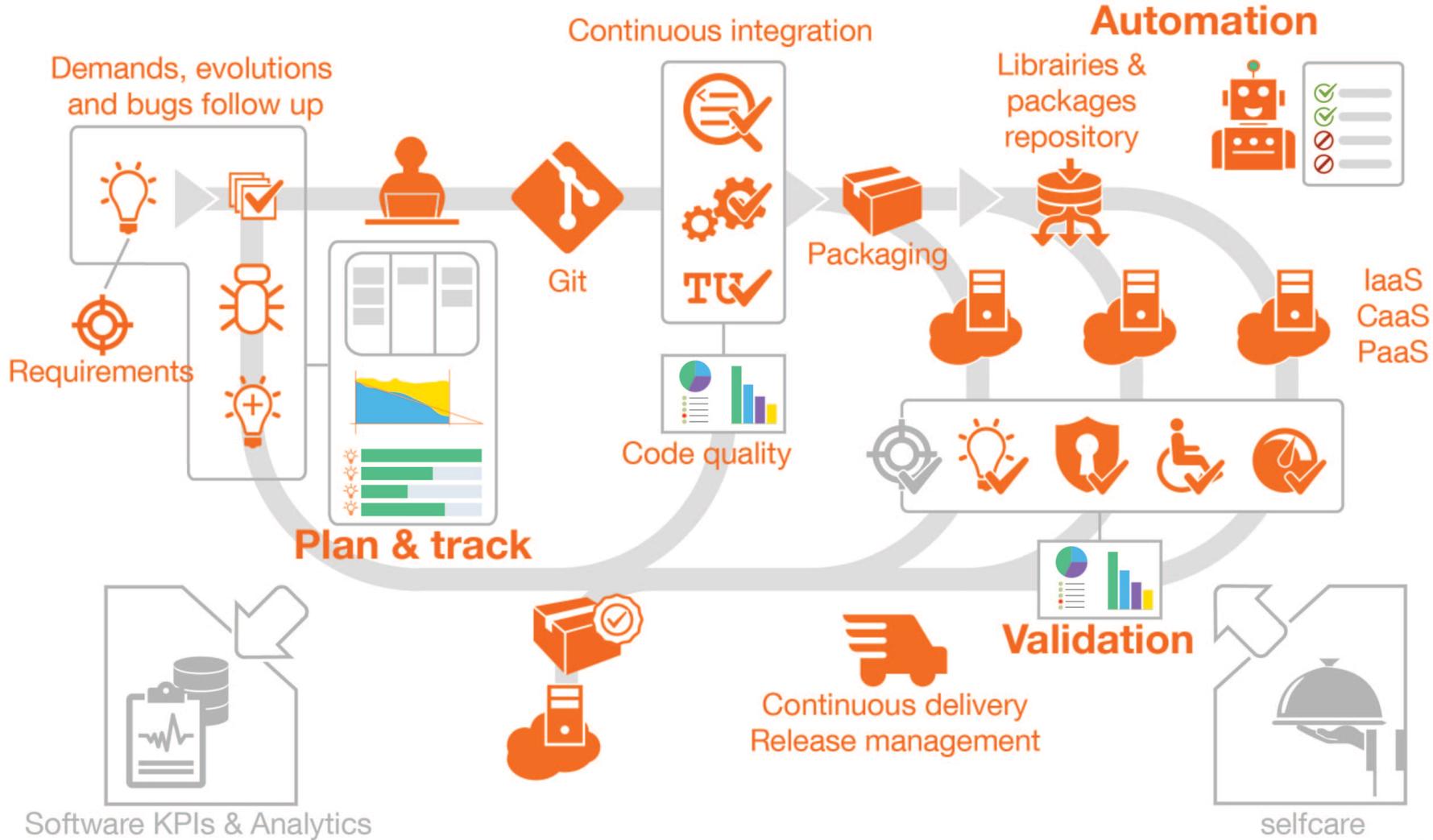
The true rythm of
software development in
a digitalized world

Act As a Software Manufacturer

How we deliver first class digital and services to our customers thanks to Splunk

Application Lifecycle Management...

A Continuum from Ideas to Operations



130.60.4 - - [07/Jan 18:10:57:123] "GET /category.screen?category_id=GIFTS&JSESSIONID=SD5SL9FF1ADFF3 HTTP 1.1" 200 1318 "http://buttercup-shopping.com/cart.do?action=view&itemId=EST-6&product_id=FI-5W-01" Moz:1.12/2.0 "Comp:1.1/1.1" NT 5.1; SV1: .NET CLR 1.1.4322" 468 125.17 14...
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Corporate Stakes

Tools Deployment in every Delivery Team

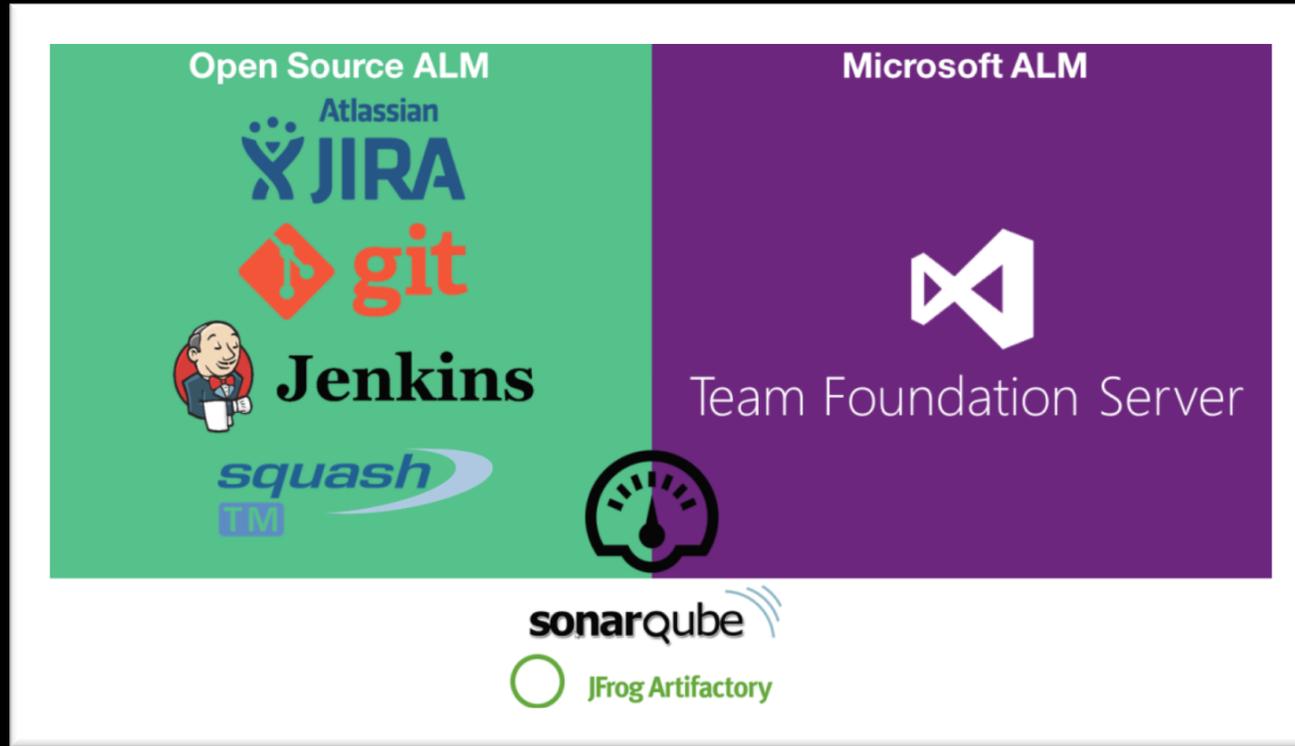
- ▶ Secure tools set up at corporate scale and move to a self service infrastructure delivery for software production
- ▶ Ensure that projects do not put in place specific tools and bear the associated costs (i.e. reduce legacy and manage corporate assets)
- ▶ Speed-up project bootstrap and delivery
- ▶ Develop and harmonize practices between projects
- ▶ Motivate cross geographic software delivery thanks to common tools and practices

Be more efficient and productive for the best software quality



A Broad And Wide Ecosystem To Address >10 Technical Streams

Data oriented



C#

C/C++

PHP

Python

Java

node.JS

Web Mobile

Cross platform Mobile

Native Mobile

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How We Move Forward ...

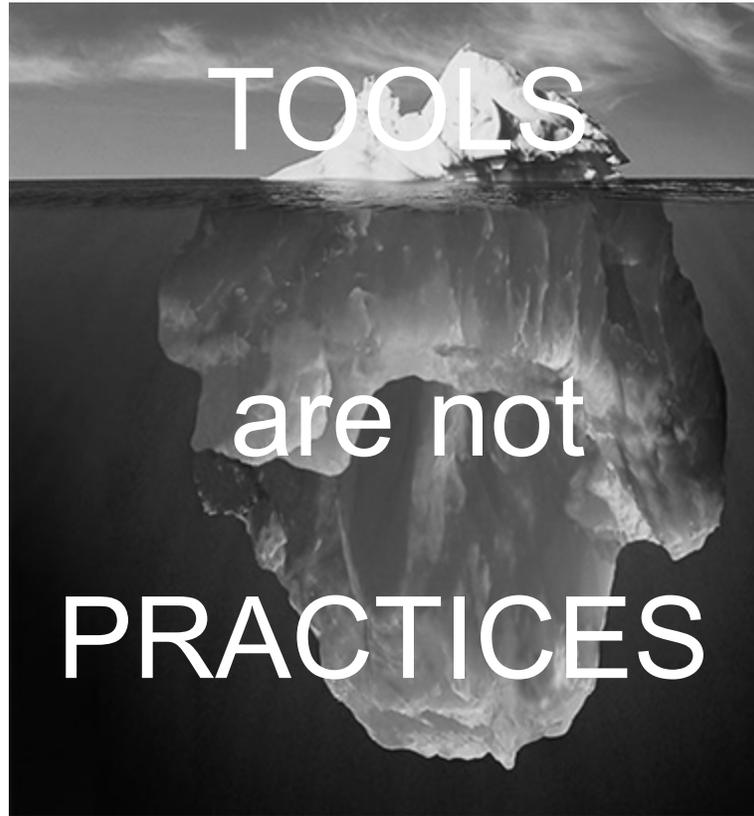
How we deliver first class digital and services to our customers thanks to Splunk

Quality, Efficiency and Productivity at Scale



1 project

10 people team
doing software



400+

simultaneous
projects

2,000 people
doing software



Impossible to navigate by sight to target a software
delivery at corporate scale

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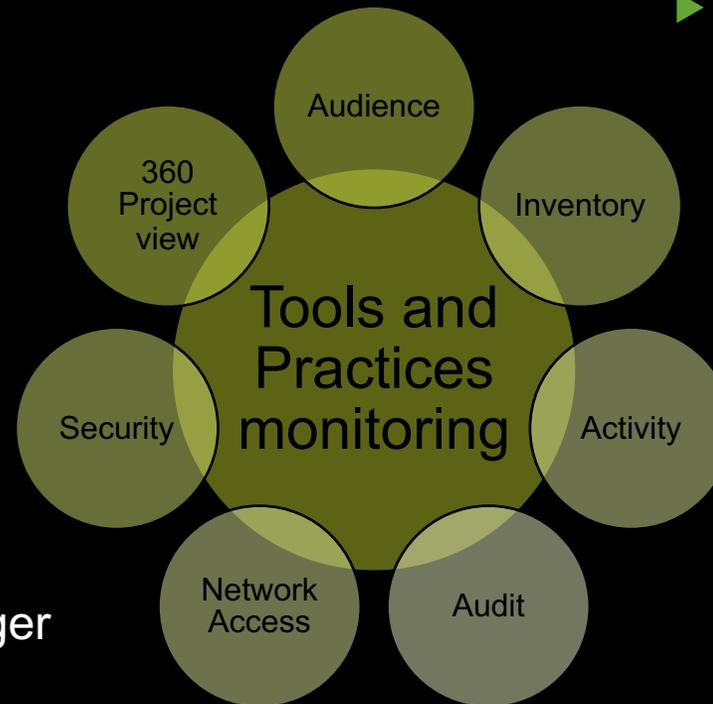
Be Natively Customer Oriented

~ 50 Dashboards to Monitor Tools and Practices

WHAT

- ▶ Identify which tools are used by projects
 - Lack of information
 - Lack of training
 - Lack of support
- ▶ Identify core practices on Project Follow-up, Automation and Tests
- ▶ Identify referents to set up tools + practices networks
- ▶ Identify projects in difficulty or danger

HOW

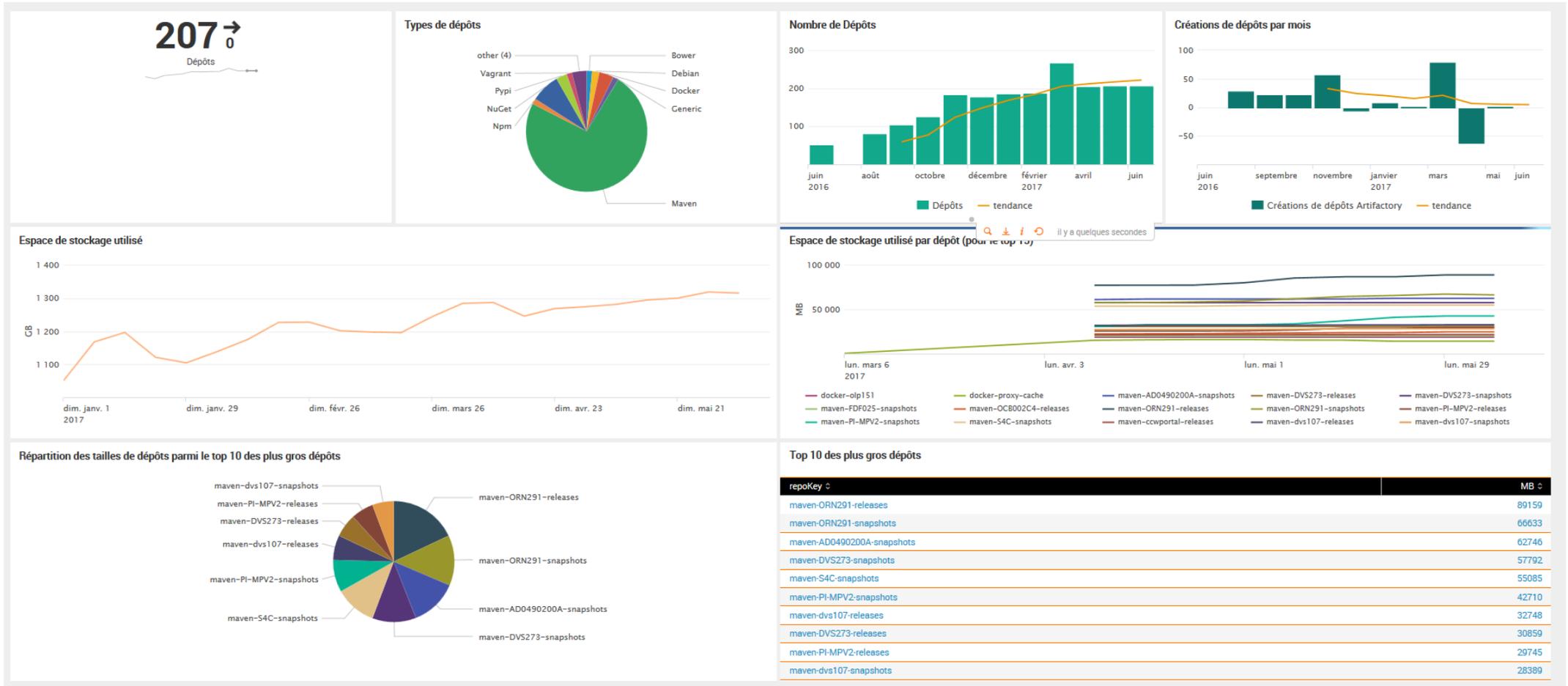


WHY

- ▶ Visibility at scale allow to :
 - Better anticipate project overruns
 - Take into account software quality in the full life cycle
 - Give support to operational project teams
 - Produce in a better and at a more sustainable pace
 - Provide live insights and feedbacks to tools owners

Capacity Planning (ex: Artifactory)

Understand the Real Use of Tools to Take Decision and Plan for Future



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Conclusion

How we deliver first class digital and services to our customers thanks to Splunk

Feedback from the Trenches

Before, we had feelings, today we have facts

- ▶ Move to measurement culture to continuously improve your software journey
- ▶ KPI and dashboards on real projects data are enhanced communication and dialogue tools to make the right decision
- ▶ Tools (1st step) are much simpler to monitor and manage but value is on practices (2nd step)
- ▶ A sustainable step-by-step approach that enriches the global data value
- ▶ Introduction of ML must help monitoring trends for better decision making

Valuable ROI with Splunk (time invested + price / results)



If I Have Some Advice To Share...

To Produce Software at Scale

► Start **SMALL** and Think **BIG**

- Add one tool after another... the more you have, the best value you will benefit

► Focus on **Tools** then on **Practices**

- Target first KPI and dashboards on **tools portfolio usage** to ensure that tools are used at scale
 - Drive transformation with the good level of training, support and information to the dev team
- To embrace **practices** once tools are used at state of the art practices

► A **progressive** dashboards and KPI **production**

- Tools Inventory >> Capacity Planning >> Audience >> Software Activities >> 360° project overview >> Practices

► **Break silos** and **correlate information** between tools to have the global picture on your software delivery

Thank You

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