

QualityClouds

# Case Study

Global Consumer Packaged  
Goods Company



***Global Consumer Packaged Goods Company  
prevents 500 hours of technical debt using  
Quality Clouds***

## Customer:

# Global Consumer Packaged Goods Company

This customer, a global food and beverage giant, is a leader in diverse consumer Packaged Goods. They faced difficulties in visibility and efficiency across their 9 ServiceNow instances being used by 75 distributed developers.

Over the last 2 years, the development teams encountered challenges with existing and new technical debt among their ServiceNow platform - dedicating a significant portion of their time and efforts to addressing historical issues within the production environment. Users experienced a number of challenges within the ServiceNow platform, including sluggish performance, lack of new development due to technical debt, and slow delivery of new projects. Their primary objectives were to remediate historical technical debt, enhance code quality and identify problematic code early.

## The Challenge

The client recognized that sluggish processes are commonplace when using ServiceNow for several years. Without Quality Clouds, the customer would have been at risk of negatively impacting critical business including the following consequences:

- Increased time and costs required for senior staff to perform manual code reviews.
- Rise in technical debt impacting productivity and innovation.
- More risk of outages and performance issues.
- Escalating costs related to the maintenance and evolution of their ServiceNow instances.  
There is insufficient software testing.
- Eventually the platform was likely to require rebuilding because of technical debt severely impacting the ability to upgrade or add new applications / features.

## Key Results with Quality Clouds



**500 HRS** of technical debt prevented from entering production



Issue-free Configuration Elements introduced: **4,336**



**21,000** Live Checks executed



Only added **7 HRS** of technical debt into the platform last year

*Quality Cloud Live check helps the developers to validate their code compliance to ServiceNow best practice before promoting to higher deployment environments.*

*- Logistics Provider Executive*

## The Desired Solution

Despite already existing internal checks and balances, the development team recognized the need for additional governance across their 9 instances to mitigate the impact of platform performance being hampered by technical debt. Using Quality Clouds' LiveCheck as their primary governance tool, they have:

- Embedded an approval mechanism which has empowered developers to proactively prevent high and medium severity issues from entering the platform at source
- Saved countless development hours
- Automated and streamlined their development process

## The Resolution: Build Better on ServiceNow

The corporation integrated their own rules and policies into the Quality Clouds LiveCheck to automate code-reviews. Quality Clouds did this by identifying areas where code was impacted. It then categorized the individual elements and helped customers to manage and remediate the risk areas. These were usually areas where the issue was impacting the production system or the development effectiveness.

The customer used LiveCheck around 5,000 times per quarter, and in the last year, their 75 developers found an average of 5 issues per LiveCheck. Using these, and by embedding Quality Gates, which prevented new quality issues being introduced since their baseline, into their approval mechanisms, the corporation has been able to effectively manage developers time and effort by mediating the issues at source, and constantly managing their best practice catalogue against the low severity issues allowed into the platform. This improved the efficiency of developers and increased their motivation, and also provided increased visibility for the Platform Owner of issues.

Quality Clouds plays a pivotal role in facilitating Citizen Development within the corporation's ServiceNow environment. They have done this by improving the security and stability of the platform by enforcing custom policies and rules - adding an additional layer of quality to the development process. This allowed development to be more streamlined by maintaining standards. By striking this balance, Quality Clouds is able to create synergy between citizen developers and organisational policies, meaning a more secure and productive platform.

# The Impact: 500 Hours Of Technical Debt Prevented

By using Quality Clouds, the client saw tangible results that significantly improved processes and their bottom line. They added 4,000 configuration elements and 33,000 lines of code to their instance and still found:

- Development activities increased by 2%
- Platform Performance issues decreased by 6%
- Performance Issues decreased by 6%

Using Quality Clouds suite of features they also added visibility, freed up developer time, and produced greater

- Removing the need for time-consuming manual code reviews
- Prevented issues from being introduced at the source
- Strengthened control over existing platform technical debt
- Increased platform governance and visibility
- Centralized best practice management
- Drove performance and productivity

## Quality Clouds Suite of Features Used

Using LiveCheck in their ServiceNow platform has given the provider the space to deliver on other projects. They have improved developer productivity and reduced talent churn. The team also has the reassurance that the system will keep on working, even as they add more functionality and extend it out across the business.

### LiveCheck



LiveCheck can help reduce the time and costs associated with finding and fixing defects in platform applications by identifying problems early in the development lifecycle before they are deployed to production.

### Debt Manager



Legacy technical debt can be analyzed and remediated separately with- out adding noise to development activity. Consolidation of your technical debt managed in one place.

### Peer Review



Easily manage Quality Gate failures, with a fast and robust Peer Review process, ensuring any agreed exceptions are reasoned and audited.

### Quality Gates



Separate and prevent new quality issues introduced since the baseline. Put the focus on new issues instead of legacy issues and save time on code reviews.

## Who we are. What we do. How we help.



Quality Clouds automates real-time code review, making sure that problematic code is never promoted to production. By enabling your developers to code faster and safer we free up time and resources to focus on delivering sustainable value to the business. With Quality Clouds complimenting your ServiceNow platform, you are assured that your code is of the highest quality, giving you peace of mind and confidence to innovate

To learn more about how Quality Clouds can bring quality and governance to your application development, book a demo.



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