Automated Application Management
APPLICATION MODERNISATION

18th June 2024 – EUC Forum, Liverpool

ACCESS
IT AUTOMATION

Our People

eUC FORUM

Summer Meeting

David Butler-McAllister
'Automated Application Management'

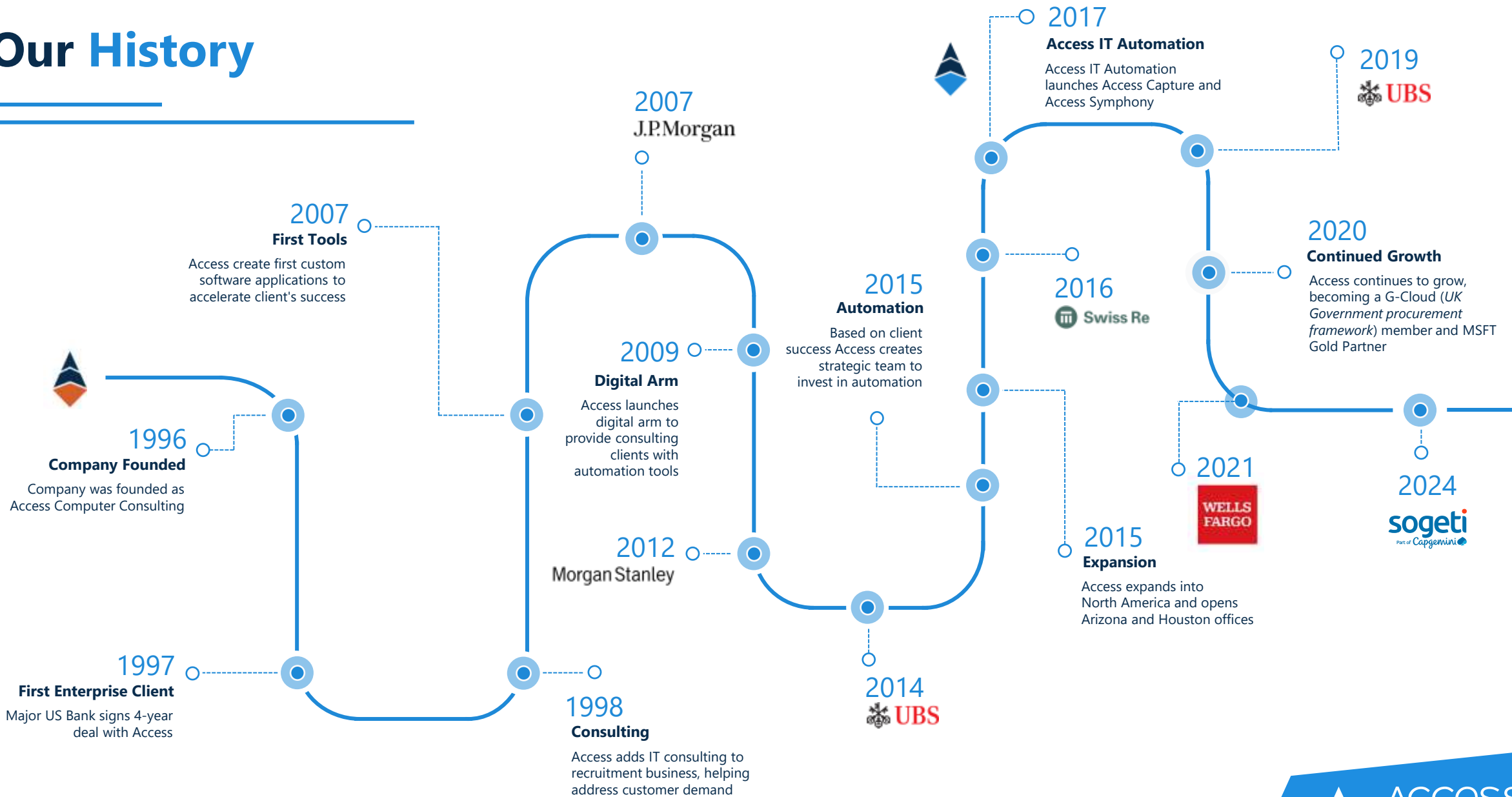access CAPTURE

18th June, Liverpool

SPEAKER BACKGROUND

- ~30 Years experience in technology
- Worked in many of the largest banks
- Started in desktop support
- Specialised in Market Data, Trade Floor support
- Over 20 years managing the technical side of application packaging, testing and deployment
- Offshored, nearshored, created follow the sun models, applied automation
- At peak managed global teams of 90+ staff creating application packages for BAU and projects

COMPANY PEOPLE & DEMOGRAPHICS

- Access IT Automation has ~15 Staff
- There are 4 Co-Founders/Directors
- We cover Europe and North America
- We have offices in Arizona and London
- We have satellite offices in Basingstoke, Sheffield and Stoke

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Our **History**

2017
Access IT Automation
Access IT Automation launches Access Capture and Access Symphony

2019
UBS

2007
J.P.Morgan

2007
First Tools
Access create first custom software applications to accelerate client's success

2020
Continued Growth
Access continues to grow, becoming a G-Cloud (*UK Government procurement framework*) member and MSFT Gold Partner

2009
Digital Arm
Access launches digital arm to provide consulting clients with automation tools

2015
Automation
Based on client success Access creates strategic team to invest in automation

2016
Swiss Re

1996
Company Founded
Company was founded as Access Computer Consulting

2021
WELLS FARGO

2024
sogeti
Part of Capgemini

2012
Morgan Stanley

2015
Expansion
Access expands into North America and opens Arizona and Houston offices

1997
First Enterprise Client
Major US Bank signs 4-year deal with Access

1998
Consulting
Access adds IT consulting to recruitment business, helping address customer demand

2014
UBS

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Our **Product**

access **CAPTURE**

Automated Packaging, Testing & Publishing

An **API-driven** solution that allows enterprises to simplify and **accelerate automation** of application management end-to-end.

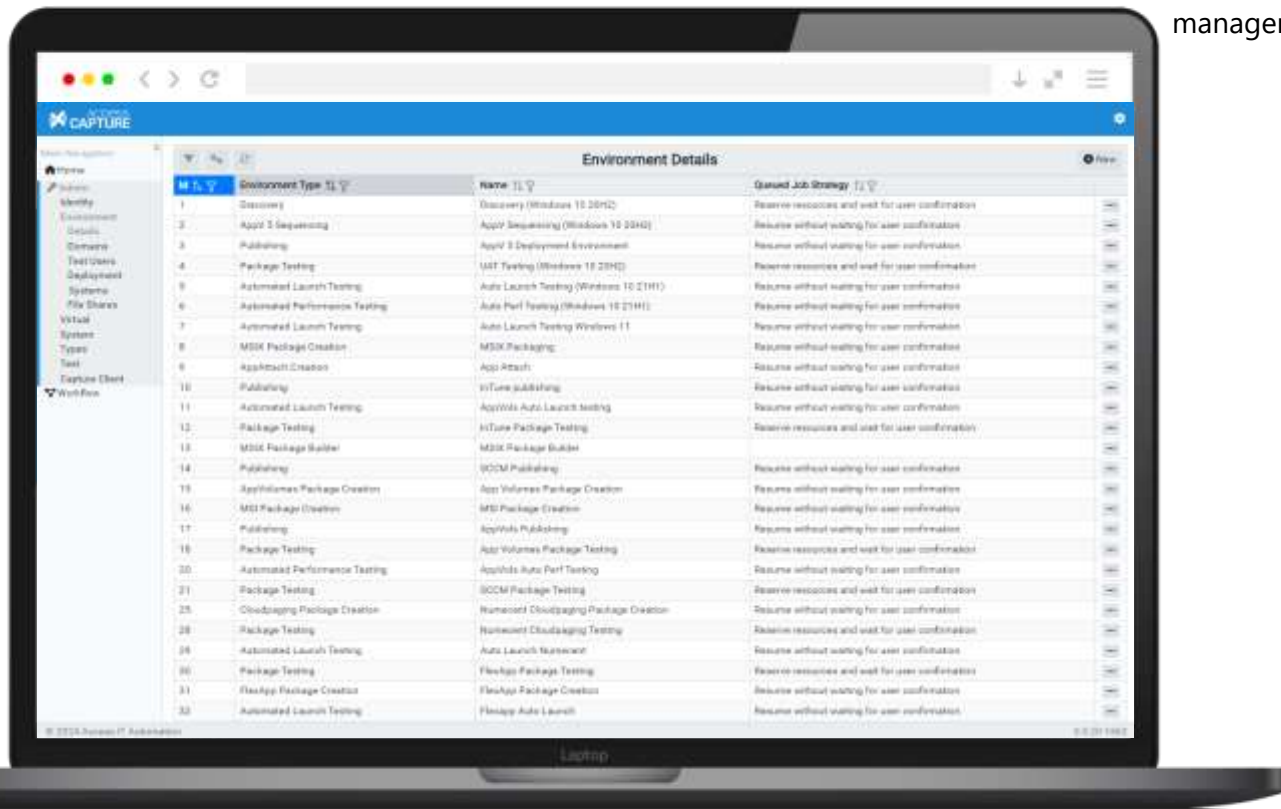### How **Capture** Enables Modern Desktop

- Autonomous or interactive application packaging, testing and publishing object creation.
- Integrates into existing technology stack using APIs, meaning less hassle for you to set-up.
- Save **~80%** on outdated, manual IT methods by automating application packaging, testing and publishing end-to-end.

What **Access Capture** Provides

- Modular API for easy automated workflow integration.
- Infrastructure agnostic through automated modern installation.
- Windows as a Service application smoke testing – all areas covered.

Example **Results** For Our Clients

- To date **~248k** Applications packaged or tested for modern desktop using Access Capture.
- UAT time reduced by **~90%** with automated smoke testing.

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Our Case Study

DISCOVERY	PACKAGING	QA TESTING	UAT TESTING	PUBLISHING	PILOT	DEPLOY
Manual	Manual	Manual	Manual	Manual	Manual	Manual
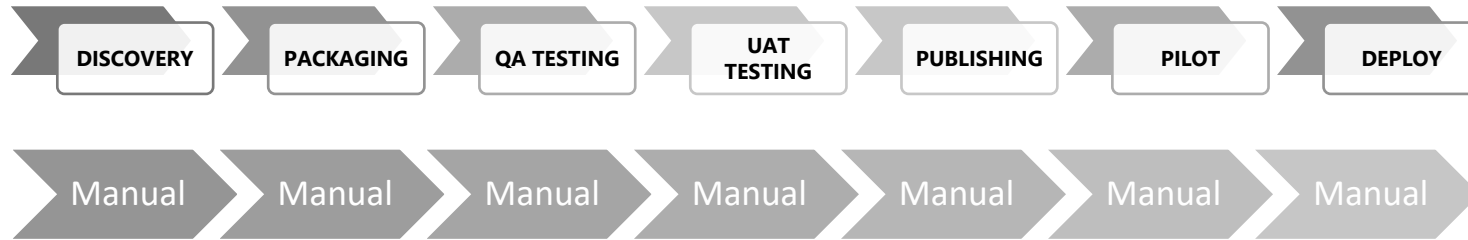
- ❑ Typical Linear approach and workflow for managing desktop application change.
- ❑ Silo groups of manual application packagers, testers and deployment engineers.
- ❑ Application discovery taking days and sometimes weeks to gather source detail.
- ❑ Machine preparation not automated, product owners struggle to obtain clean VM.
- ❑ Competing priorities for BAU and Project for packaging format creation.
- ❑ Lack of ability to introduce new application package formats (MSIX, FlexApp etc.).
- ❑ No smoke testing of existing packages from one OS version to the next (Win10/11)
- ❑ No automation for application deployment object creation/migration to Intune.
- ❑ Zero Functional UAT testing, no evidence of a successful or failed UAT.
- ❑ Application performance not measured, benchmarked nor any thresholds set.

INTRODUCTION

Legacy processes and multiple legacy application package formats, difficulty to modernise and introduce new application package formats and new deployment objects.

SCOPE

- ❑ **Client:** Large Financial Organization
- ❑ **Challenge:** Application Modernisation
- ❑ **Volume:** 12,000 Applications
- ❑ **Solution:** Automate Application Management

BACKGROUND

PROBLEM: Manual processes for application packaging, testing, and deployment were time-consuming and costly. Multiple resources are involved in obtaining and enabling preparation of environments, gathering technical information, testing on more than one build and signoff.

SOLUTION: Streamline these processes and automate the tasks. Enabling product and app owners more control via the request process and introduce self-service capabilities.

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Our Case Study
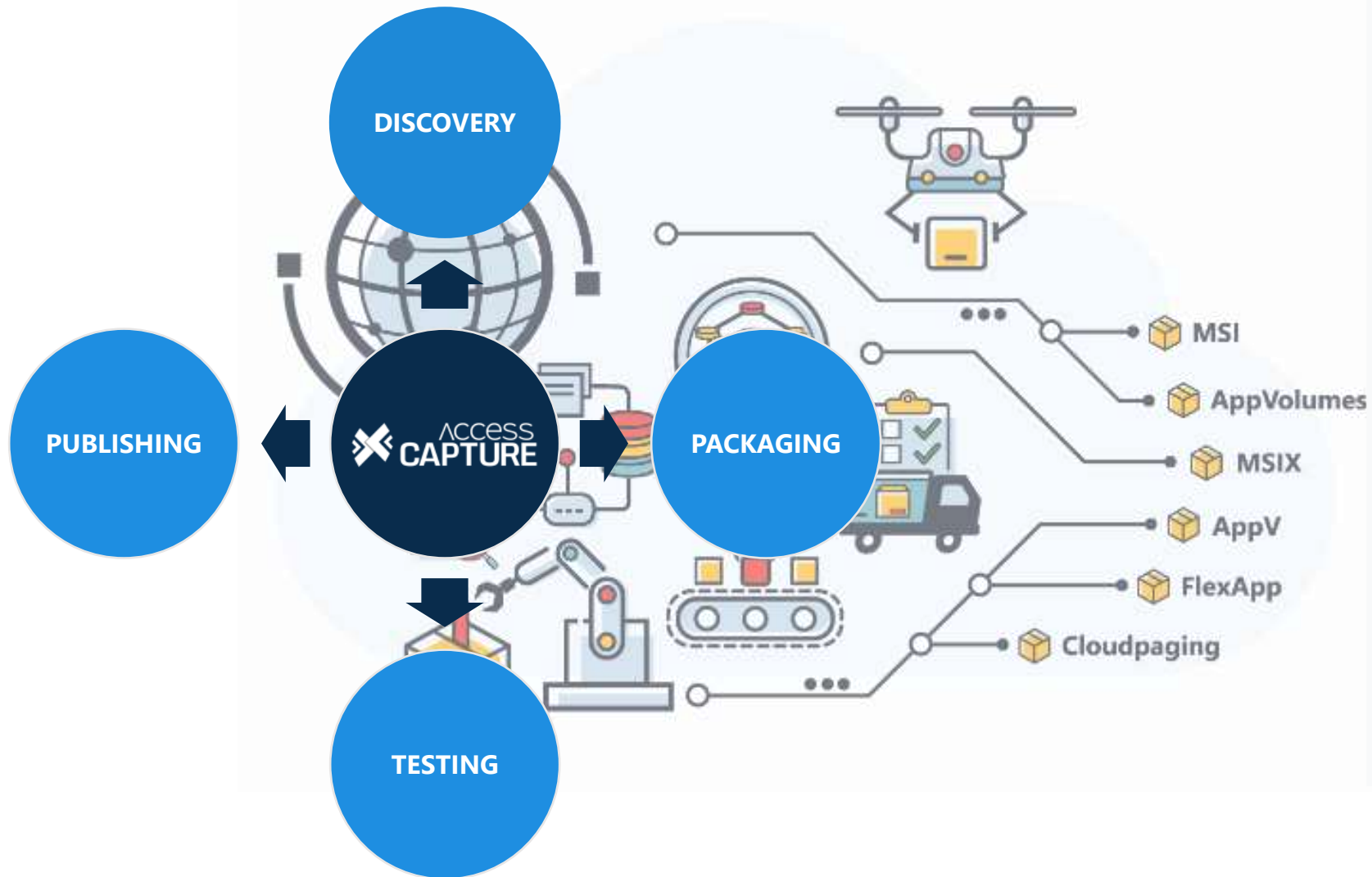
IMPLEMENTATION

Data Collection:
- ✓ Access Capture AppScan automates **application suitability** data gathering.

Integration:
- ✓ Access Capture was installed in the clients Azure using **App Services** and our APIs integrated into their CMDB, workflows and **ServiceNow.**

App Packaging, Testing and Publishing:
- ✓ Access Capture transforms applications for **Windows 11 / 365** readiness.

KEY BENEFITS

Reduced Manual Effort:
- ➢ Access Capture **automates** app **packaging**, saving countless hours.

Enhanced Efficiency:
- ➢ **Faster testing** and deployment cycles lead to increased productivity.

Cost Savings:
- ➢ **Reduced resource** costs and minimized business disruption.
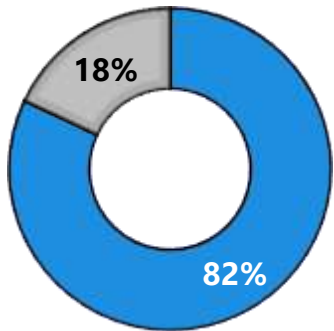
Self-Service Capabilities:
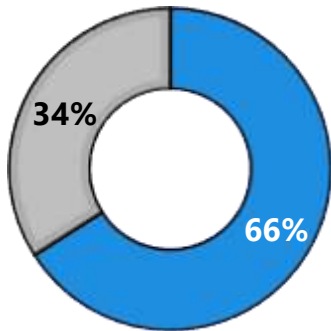- ➢ APIs **empower product owners**, tech teams, and end users.
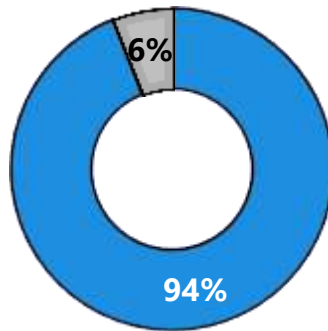
Our **Case Study**

DISCOVERY
■Automated ■Manual
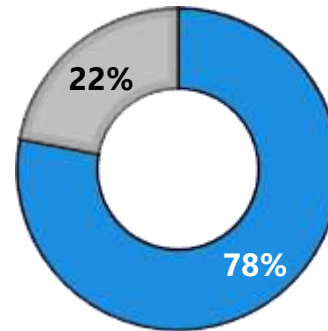

18%
82%

PACKAGING
■Automated ■Manual

34%
66%

TESTING
■Automated ■Manual

6%
94%

PUBLISHING
■Automated ■Manual

22%
78%

✓ **Discovery** - Huge reduction in wasted days/weeks on gathering source detail, now self-service!

✓ **Packaging** - Introduce new packaging format technologies for modern and support legacy.

✓ **Testing** - Ability to manage smoke testing and functional UAT on both legacy and modern.

✓ **Publishing** - Maintain control of BAU SCCM objects and project migrations to Intune objects.

Overall, this organization have automated ~80% of their end-to-end process by workflow integration, self-service Packaging, Testing, Publishing and VM Machine Management!

RESULTS

Smooth BAU & Migrations:
- No business interruption due to unavailable systems or apps.

Focus on Automation:
- Manual intervention only where needed.

Cost Savings:
- Reduced manual effort translates to financial benefits.

CONCLUSION

Include **Access Capture** as your partner for seamless Application Modernisation.

A set of **rich APIs** that not only help with application package format creation for BAU and projects, but continuous application management for smoke testing and functional UAT testing.

"Moving to modern application package formats and new deployment technologies was easy with Access Capture due to the breadth of technologies supported and the effortless integration using their API framework"

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