OPTIMIZE YOUR CHANGE AND RELEASE MANAGEMENT. MITIGATE RISK, ELEVATE PERFORMANCE.

Modern enterprise IT is transforming rapidly with change becoming more a norm than an exception. Ever-changing consumer demands in today's Social, Mobility, Analytics, and Content/Commerce/Collaboration (SMAC) era are making it challenging for businesses to adhere to strict change and release control processes. The growing need for enabling dynamic changes while ensuring security, compliance, and risk control is making enterprises adopt effective change and release management services.

HOW WE HELP

Microland's Change and Release Management services (see Figure 1) come as a natural extension of our core capabilities in ITIL, IT Service Management, and DevOps.
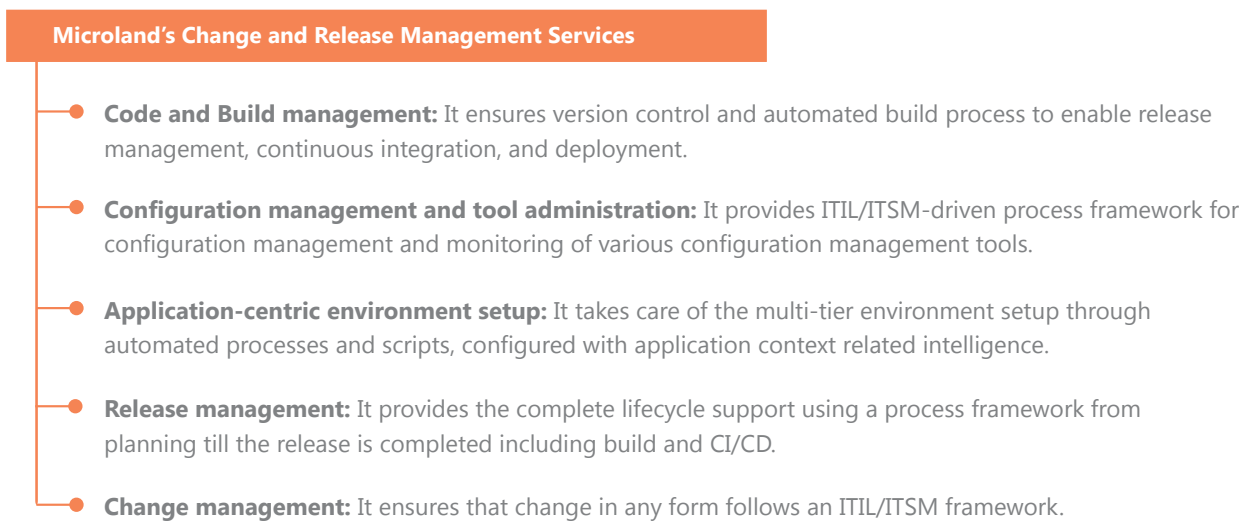
Microland's Change and Release Management Services

- **Code and Build management:** It ensures version control and automated build process to enable release management, continuous integration, and deployment.

- **Configuration management and tool administration:** It provides ITIL/ITSM-driven process framework for configuration management and monitoring of various configuration management tools.

- **Application-centric environment setup:** It takes care of the multi-tier environment setup through automated processes and scripts, configured with application context related intelligence.

- **Release management:** It provides the complete lifecycle support using a process framework from planning till the release is completed including build and CI/CD.

- **Change management:** It ensures that change in any form follows an ITIL/ITSM framework.

Figure 1: Microland's Change and Release Management Services

WHAT YOU CAN EXPECT

We deliver tangible outcomes such as:

- **Streamlined process** for changes and releases.
- **Reduced human dependency and scope of errors** through automation.
- **Accelerated time to market** through standardization of services.

- **Significant revenue benefits** enabled by availability of new features and early resolution of problems.
- **Overall cost reduction** through minimized manpower and time wastage. **Improved business efficiency** through implementation of Lean and Six Sigma.

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WHAT SETS US APART

Our domain differentiators include:

ITIL-based Application Change and Release Management Process

- Enabled by our proprietary service delivery platform – smartCenter - the process encapsulates change initiation, impact/ risk assessment, categorization and prioritization, approval from Change Advisory Board (CAB), scheduling, rollback plan, release, and post-implementation review. It also integrates with Incident Management and Problem Management as well CI information in the CMDB.

Seamless DevOps Environment Management

- smartDevOps - our proprietary toolset automates the complete development to release cycle. It enables

self-service provisioning, custom blueprints and workflows, project budget control, etc., and can be leveraged by developers, testers, development managers, and DevOps administrators.

Tools Competence

- We support configuration management tools such as Chef, Puppet, Ansible, Source code management tools such as Git, Github, Subversion, PVCS, VSS, Integration tools such as Jenkins, Service management tools, smartCenter tools like DevOps and GRC, and build automation tools.

For more information, log on to www.microland.com

About Microland

Microland is a leading Hybrid IT Infrastructure Service Provider and a trusted partner to enterprises in their IT-as-a-Service journey. Incorporated in 1989 and headquartered in Bangalore, India, Microland has more than 3,400 professionals across its offices in Europe, Middle East, North America and India. Microland enables global enterprises to become more agile and innovative through a comprehensive portfolio of services that addresses hybrid IT transformation, workspace transformation, service transformation and end-to-end IT infrastructure management.

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