



Concur

» Rapid, accurate deployment of software supports SaaS business model for service delivery to thousands of clients and millions of users around the world

BEFORE

- » Nearly one month FTE required to prepare/stage/deploy monthly software releases
- » Post-deployment audits would have required manual checking of hundreds of servers
- » 25 to 30% increase in patch deployments over two-year period would have required three or four additional staff members
- » Configuration change incidents interfered with performance and availability
- » Demonstrating compliance with legal and industry regulations was too time consuming

AFTER

- » Preparation and staging time has been slashed to just a few hours
- » Release audits run with the touch of a button, confirming the integrity of rollouts
- » No increases in staff were required to absorb 25-30% increase in deployments
- » 85-95% reduction in incidents due to configuration changes
- » BMC BladeLogic provides one-button compliance reporting



GEOGRAPHY

North America

INDUSTRY

Financial Services

SOLUTIONS

BMC BladeLogic Operations Manager Suite

BMC BladeLogic Application Release Manager Platform

BMC BladeLogic Reporting and Analytics Manager

During tough economic times, enterprises are forced to reduce expenditures in many areas. Savvy businesses, however, continue to spend on solutions that drive efficiency by eliminating manual, labor-intensive processes.

Businesses such as Concur are achieving success by providing just such solutions. The leader in employee spend management services, Concur offers on-demand services that simplify the procurement of corporate travel, automate employee expense reports, and streamline vendor invoice processing.

Concur's solutions help more than 9,000 clients worldwide slash the costs of corporate travel management and expense report processing. Concur's commitment to innovation and customer service means that the company must frequently update its software, not only to deliver new functionality but also to accommodate changes that its business partners — airlines, hotels, travel booking firms, credit card companies, banks, and more — make to their systems.

"We roll out minor software releases almost daily," said Geoff Nelson, senior manager of release and problem management at Concur, "and we have a major release once each month. Getting releases into production on time and with zero defects is critical to our business. BMC BladeLogic lets us deploy code quickly and accurately, and then audit our release process with the touch of a button."

SPEEDING DEPLOYMENTS, SLASHING INCIDENTS

Concur is committed to helping clients drive down the costs out of business through innovation. That means constantly improving its solutions to meet changing customer needs and expectations for functionality, flexibility, and availability.

“Clients use our systems to book trips and handle their expense reporting,” Nelson said. “And while clients will tolerate occasional delays in the expense reporting system, we still need to keep that system highly available to keep customer satisfaction high. With travel booking, availability is even more critical. If that system is down, people can’t book travel through us. We lose credibility and it can impact our bottom line.”

In the past, the staff had to dedicate an enormous amount of time to prepare, stage, and deploy new releases to Concur Travel & Expense in a way that avoided service disruptions. For the major monthly release, three engineers worked for nearly 1½ weeks to complete the preparations. The nature of Concur’s business requires numerous dynamic server additions, so the engineers had to check and recheck scripts to make sure all servers were included and that all servers were configured properly. The rollout to approximately 300 servers took place over a 36-hour period.

“The deployment process is very complex,” Nelson noted. “Our servers sit behind an F5 load balancer, and pulling servers in and out to deploy to them was a labor-intensive task that was prone to human error. If someone missed a server in the script, we would have an issue with the release. Then we would spend a lot of time hunting for the error.”

With an expanding customer base and increasingly complex IT infrastructure, the staff could no longer handle the volume and velocity of changes using manual processes. They addressed this business need with BMC BladeLogic.

“With BMC BladeLogic, the deployment is done the same way every time, no matter who’s doing the release,” Nelson said. “It’s not up to the individuals to make a judgment call. People don’t have to rely on their knowledge of a scripting language or their ability to decipher a log. The consistency offered by BMC BladeLogic eliminates the errors that can cause service disruptions.”

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GEOFF NELSON
SENIOR MANAGER, RELEASE AND PROBLEM MANAGEMENT

Since implementing BMC BladeLogic, incidents due to configuration changes have dropped 85 to 95 percent. Nelson added that bringing a new release engineer up to speed on deployments now takes weeks instead of months because of the level of automation BMC BladeLogic delivers.

ONE-BUTTON AUDITS

With BMC BladeLogic in place, the staff can audit every release to validate the success of the deployment. “In the past, doing a full-blown audit on every single server wasn’t feasible because it was too time consuming,” Nelson said. “With BMC BladeLogic, we push a button and get comprehensive reports that identify any servers that were missed during a rollout. By catching these issues immediately, we can guarantee success, whether we’re making a minor change or deploying our monthly software release.

The auditing capability facilitates the efforts of the company’s Change Control Board, which oversees all release management items. “I have to be able to guarantee to the Change Control Board that what was released to our staff is what was actually deployed,” Nelson said. “And I have to track each release back to the associated change control item. I use BMC BladeLogic for that.”

BMC BladeLogic reports also assist with compliance reporting for applicable government mandates and industry regulations, including the Payment Card Industry, Data Security Standard, the Sarbanes-Oxley Act, Health Insurance Portability and Accountability Act (HIPAA), Statement on Auditing Standards (SAS) No. 70, and International Standards Organization (ISO) 20000. For example, to demonstrate Sarbanes-Oxley compliance, the staff must be able to demonstrate that changes to the company’s billing systems have gone through the change control process. BMC BladeLogic reports provide detailed information on the specifics of each change, including when it was deployed, who implemented it, and which servers were involved.

CUSTOMER’S FINAL WORDS

“When your environment is characterized by dynamic capacity and increases and rapid deployment across thousands of servers, you need to make sure that the servers you bring online are configured properly and have the right code installed,” Nelson concluded. “Without BMC BladeLogic we simply couldn’t do this unless we had a much larger staff. I estimate that without BMC BladeLogic, we would need three or four more people to help us manage releases effectively in this complex and dynamic environment.”

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ABOUT CONCUR.

Built on the premise of driving the costs out of business through innovation, Concur has been providing employee spend management solutions to organizations of all sizes since 1993. The company offers proven solutions for streamlining travel and entertainment expense reports, easy-to-use corporate travel and meeting management services, powerful vendor invoice functionality, and unique analytical tools that enable its clients to truly leverage employee spend data. As the leader in Employee Spend Management, Concur serves thousands of customers with millions of deployed users all over the world.

**BUSINESS RUNS ON I.T.
I.T. RUNS ON BMC SOFTWARE.**

Business thrives when IT runs smarter, faster, and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across both distributed and mainframe environments. Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk, and drive business profit. For the four fiscal quarters ended June 30, 2009, BMC revenue was approximately \$1.88 billion. Visit www.bmc.com for more information.

