

# Cutting Change Approvals to an Hour for Northern Trust

RapDev automated Northern Trust's CI/CD gate checks on ServiceNow

RapDev's ServiceNow DevOps implementation cut Northern Trust's change **approvals from one week to one hour while preserving a compliant audit trail**



## Customer Challenges

- Approvals needed manual input from five teams
- One-week delay on every sprint
- Gaps in compliance and auditing
- Thousands of changes a week to review

## RapDev Solutions

- ServiceNow DevOps deployed for microservices
- GitHub Actions support built beyond out-of-the-box
- Automated approval policy with reject decisions
- ServiceNow GRC advisory for regulatory compliance

## Outcomes

- **One week to one hour** for change approvals
- **97% CMDB accuracy** via CSDM as Code
- **186 pipelines** and 99 repositories onboarded
- **3 hours** regained per developer

## THE COMPANY

# About Northern Trust

Northern Trust is a Fortune 500 financial services business headquartered in Chicago, serving corporations, institutional investors, and ultra-high-net-worth individuals. One of the largest and oldest continuously operating banks in the U.S., it maintains offices across 22 U.S. states, Washington, D.C., and 22 international locations. Staying competitive in financial services means shipping high-quality software quickly, under heavy regulation.

**25K**

Employees

**\$1.5T**

Assets Under Mgmt

**\$15.7T**

Assets In Custody

## BUSINESS CHALLENGE

# Speed vs. Compliance

**CORE CHALLENGE:** For a single change, employees often had to contact five different teams to gather testing results before approving a release. With thousands of changes a week, manual gate checks were slow and subjective.

**In a highly regulated industry, every approval still had to be compliant and auditable.**

## SOLUTION & DELIVERY

# Automated Gate Checks

### SERVICENOW DEVOPS FOR MICROSERVICES

RapDev deployed the DevOps module using a tagging strategy that tracks microservices as SDLC components. Registering every microservice via CSDM as Code pushed configuration management database accuracy to 97%, cutting overall risk.

### GITHUB ACTIONS SUPPORT

Northern Trust had already chosen the ServiceNow DevOps module, but it didn't support GitHub Actions out of the box, and the pipelines required it. RapDev extended the implementation to close that gap and get the pipelines running.

### AUTOMATED ARTIFACT DISCOVERY

Proprietary automation tooling detects new artifacts and pushes them into ServiceNow with the artifact name, version, and test results attached, replacing manual checks of test results.

### POLICY-DRIVEN APPROVALS & GRC

A change approval policy now drives automated approval, manual review, or automated rejection. RapDev also recommended the ServiceNow Governance, Risk, and Compliance application so that every decision leaves an audit trail.

## RESULTS &amp; IMPACT

# One Week to One Hour

**Approvals in an Hour**

Down from a full week on every sprint

**186 Pipelines Onboarded**

Alongside 99 repositories across multiple teams

**97% CMDB Accuracy**

Every microservice registered through CSDM as Code

**3 Hours Regained per Developer**

Highly valuable developer time regained

**"As a DevOps leader, I want to automate all development activities as much as possible. Bringing all this into a popular system of records like ServiceNow is a big accomplishment.**

**That visibility gives us risk mitigation from the code quality and licensing perspective. RapDev made this a reality."**

**- VP/Principal Architect of DevOps, Northern Trust**

## WHAT'S NEXT?

## Enterprise Rollout

With ServiceNow's value proven, Northern Trust plans to implement the DevOps module across the organization, extending the time savings, risk reduction, and workflow improvements already in place. The team also identified additional ServiceNow use cases that further increase platform ROI.

## Interested to learn more?

Schedule a demo to learn more about RapDev's ServiceNow deployments & integrations.

**SCHEDULE A DEMO**