Dramatic DevOps improvements help Veolia UK & IRE to deliver massive Salesforce ROI

VEOLIA

Veolia is a leading multinational waste, water and energy management service provider.

Size 230,000+ people   **Location** Worldwide   **Industry** Energies & Utilities   **Customer since** 2021

Challenge

Before Gearset, "different teams and individuals worked in silos". This meant it was difficult for Veolia UK & IRE to see who was working on what. And there was no consistent deployment process: some people used change sets while others used SFDX. "At one point we had 65 sandboxes all completely out of sync," Paul Watkeys, Head of Digital Products, explained.

With no single source of truth, work was often duplicated and thrown away as a result, wasting precious developer time. Technical debt and test failures were becoming a significant issue and slowing down the orgs. In Paul's words: "It was a nightmare!"

Solution

Implementing Gearset has allowed the Veolia UK & IRE team to realize the Salesforce DevOps process they set out to build. Deployments now take less than 10 minutes - saving about 100 hours every 2 weeks.

Being able to "deploy stuff correctly without breaking anything or introducing bugs, then needing hotfixes" has made it possible to reduce outsourced resourcing costs, saving £3k a week, plus saving each of their developers 3 hours a week to focus on other projects. This robust and reliable process allows for scalability and flexibility.

Josh Malcolm, Salesforce Consultant of Inardua, has been key in assisting Paul and explained: "As Veolia UK & IRE's priorities change and we need additional teams, we can facilitate that with Gearset." Veolia UK & IRE has seen a dramatic return on investment with Gearset. They forecast "at least 500% ROI in our first year" and only expect that to increase.

Results

Forecast at least 500% ROI in first year

Saving 100 hours every 2 weeks with 10 minute deployments

Freed up 3 hours a week per developer for other projects

Reduced outsourced resourcing costs, saving £3k a week

"Before Gearset, we had little confidence in being able to deploy through to production and not break something."

Paul Watkeys,
Head of Digital Products, Veolia UK & IRE

"Don't just use Gearset to make individual deployments faster. Use Gearset to support your entire release process."

Josh Malcolm,
Salesforce Consultant, Inardua

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