



CASE STUDY | CALIFORNIA DEPARTMENT  
OF INDUSTRIAL RELATIONS

**“We love the fact that we can use Gearset to keep tabs on anything that’s being done in the different orgs that we maintain.”**

Like many businesses, the California Department of Industrial Relations maintain multiple Salesforce environments. Gearset is enabling them to deploy more rapidly, reduce the risk of deployment errors, and easily monitor the changing state of their organizations.



## Summary

The California Department of Industrial Relations had been looking to reduce the time their release team spent on Salesforce deployments. Previously using Change Sets and ANT, they were having issues discovering object dependencies, building deployment packages, and monitoring the state of their orgs. This was preventing their team focusing on delivering the ongoing improvements they had planned. They decided to switch to Gearset, and discovered a faster, easier way to meet their project goals.

## The background: maintaining multiple environments

The California Department of Industrial Relations (DIR) protects and improves the health, safety, and economic well-being of over 18 million wage earners and helps their employers comply with state labor laws. DIR is housed within the Labor & Workforce Development Agency.

DIR adopted Salesforce in 2012, and have a well-defined release process using Change Sets and ANT to push changes from Developer environments through to Sandboxes, UAT, and Production. A team of five admins manage the release process, in conjunction with development and technical support teams.

We caught up with Catherine Bae, Salesforce Development Manager at DIR, and her team, to find out what challenges they were facing with their deployments, and how Gearset was helping.

## The problem: “deployments take a lot of iteration”

The Salesforce release team found building deployment packages with Change Sets or ANT a time-consuming task.

With no easy way to see the differences between their organizations, package building took time and effort, and identifying object dependencies was a challenge.

As a result they struggled to implement a regular release schedule and updates often got stuck in a deployment queue, with several months’ of development pending release.

Teodros Negussay, one of the release team, explained.

*“Deployments take a lot of iteration. Unless you know exactly the patch you want to send, and the associated dependencies, you have to go back and forth and build the deployment piece by piece.”*

As a team, they wanted to move towards a regular release cycle, but their current solution wasn’t allowing the speed of releases they needed.

*“We had been struggling with deployment, and we needed a better solution than ANT.” summarized Catherine.*

So when DIR heard about Gearset from their Salesforce implementation partner, they decided to see if it could help.

## Faster, more reliable deployments with Gearset

By enabling rapid organization comparisons, Gearset allows the DIR team to quickly discover what's changed in their organizations and what needs to be included in their deployment packages.

Gearset's intelligent package creation and object dependency analysis gives the team new visibility into the relationships between their metadata, and the overall object hierarchy, as Mark Teixeira, also on the release team, explained.

*"Gearset allows us to see the differences between our organizations, and also what dependencies those differences may have."*

Gearset enables the team to create their deployment packages more rapidly than was possible with Change Sets or ANT. It also decreases the risk of introducing errors by removing manual steps.

As a result, deployments are more reliable and run faster, and the team is now looking to clear its deployment backlog and move towards a regular release cycle.

Beyond just helping with planned releases, Gearset's change monitoring service now helps the team streamline their administration on a day-to-day basis, providing on-going value.

*"We love the tool! We love the fact that we can use Gearset to monitor changes and keep tabs on anything that's being done in the different orgs that we maintain." concluded Teodros.*

Find out how your business could save time and money by switching to Gearset. Visit [www.gearset.com](http://www.gearset.com) for more information and to start your free 30-day trial, or email [team@gearset.com](mailto:team@gearset.com) to arrange a demo.