

Open Innovation Labs Experience: Motability Operations' Story

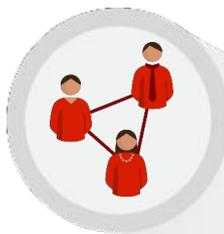
Jeremy Brown - Director, Open Innovation Labs - EMEA

Tim Beattie - EMEA Engagement Lead

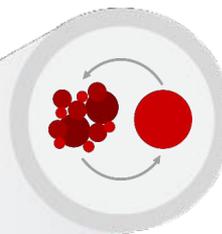
Julian Austin - IT Development Manager, Motability Operations

October 2017

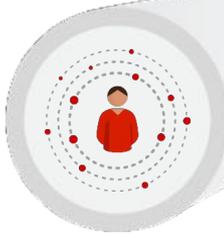
OPEN SOURCE IS MORE THAN CODE. IT'S CULTURE.



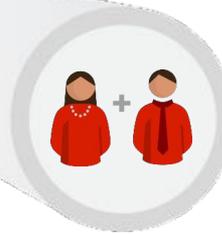
Engaged communities
more rapidly adapt change



Transparency forces
honesty and authenticity



Open standards
preserve business agility



Shared problems
are solved faster

OPEN SOURCE
CULTURE

OPEN INNOVATION LABS

OPEN SOURCING OUR DNA TO ACCELERATE APPLICATION DEVELOPMENT

MISSION

To **accelerate the delivery** of our customer's innovative ideas, and **create infectious enthusiasm** for building applications **the Red Hat Way**, by leveraging community-powered innovation to **deliver an outstanding labs experience**.

VISION

To empower our customers to **deliver the most innovative software success stories** of the 21st century.





**WHAT DOES AN AWARD-WINNING
RESTAURANT AND THE OPEN INNOVATION
LABS HAVE IN COMMON?**



CREATING THE SPACE TO INNOVATE

“By creating a shared space for testing and developing new open source solutions, I hope that [the Innovation Lab] will spur a culture of innovation within state government and lead the nation in using technology to bring the government closer to the people.”

Lt. Gov. Gavin Newsom, 2016

RAYMOND YEE
School of Athens

<https://www.flickr.com/search/?license=4%2C5%2C6%2C9%2C10&ad-vanced=1&text=the%20school%20of%20athens>

Original image: https://en.wikipedia.org/wiki/File:Sanzio_01.jpg



LABS USE CASES

An aerial photograph of a winter forest. The trees are heavily covered in snow, and a road winds through the landscape. A dark-colored car is driving on the road, leaving tracks in the snow. The overall scene is serene and wintry.

THE ROAD TRIP

EXPERIENCE STATE-OF-THE-ART
APPLICATION DEVELOPMENT AND DEVOPS



DISRUPTION

RAPIDLY CO-CREATE AN INNOVATIVE
OR DISRUPTIVE PRODUCT

A large cargo ship, heavily laden with colorful shipping containers, is navigating a narrow waterway. A tugboat is positioned in front of the ship, pushing it forward. The scene is captured in a dark, monochromatic style with a teal overlay. A semi-transparent teal box with a white border is centered over the ship, containing white text.

TRANSFORMATION

CREATE THE CATALYST TO CHANGE
THE CARGO SHIP'S COURSE

LIFE IN THE OPEN INNOVATION LABS

OUR PROCESS

PRE-WORK

Discovery session

RESIDENCY

Agile, Lean, DevOps

CONTINUOUS LEARNING

RETROSPECTIVE

Backlog and roadmap

PUSH-BUTTON
INFRASTRUCTURE

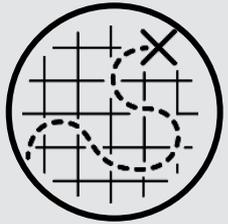


DEMO DAY



PICTURE YOURSELF AT LABS

APPLY DEVOPS TO A REAL BUSINESS NEED



DECIDE WHICH JOURNEY

- ROAD TRIP
- DISRUPTION
- DIGITAL TRANSFORMATION

PICTURE YOURSELF AT LABS

APPLY DEVOPS TO A REAL BUSINESS NEED



SET UP FOR SUCCESS

*“I want [feature] so that
I can [reason].”*

PICTURE YOURSELF AT LABS

APPLY DEVOPS TO A REAL BUSINESS NEED

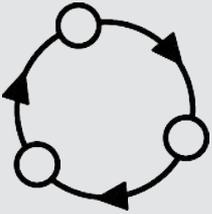


BEGIN DEVELOPMENT

Watch your features come to life

PICTURE YOURSELF AT LABS

APPLY DEVOPS TO A REAL BUSINESS NEED



EVALUATE PROGRESS

*Get fast feedback.
Continue or shift direction*

PICTURE YOURSELF AT LABS

APPLY DEVOPS TO A REAL BUSINESS NEED

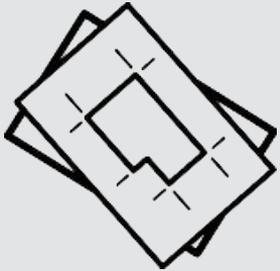


DEMO THE OUTCOME

*Share the MVP
with Stakeholders*

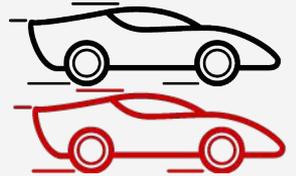
PICTURE YOURSELF AT LABS

APPLY DEVOPS TO A REAL BUSINESS NEED



PLAN THE STRATEGIC ROADMAP

Continue acceleration with the Red Hat team



Take the journey on your own



PICTURE YOURSELF AT LABS

APPLY DEVOPS TO A REAL BUSINESS NEED



**BE THE CATALYST FOR
INNOVATION**

*People
Process
Technology*

DRIVE A CULTURE OF INNOVATION

Through a space that fosters collaboration



INNOVATE ANYWHERE

- Purpose-driven
- Collaborate and make
- Network and share
- Flex and adapt
- Rejuvenate and connect

Red Hat Open Innovation Lab Experience

Julian Austin
IT Development Manager

Motability
Operations | Ltd

About Motability Operations Ltd

- We support people with disabilities in living life to the full, through access to affordable, worry-free mobility. We are passionate about providing mobility that **changes the lives** of our customers and their families
- We lease cars, scooters and power chairs to over 600,000 people with disabilities across the UK. We offer unbeatable value, and provide **award winning customer service**
- We run one of the largest fleets in Europe, working with a network of around 5,000 dealers and all the major car manufacturers. Profits are **reinvested** for the benefit of customers
- We are owned by the UK's four major banks - Barclays, HSBC, Lloyds and RBS - and are responsible for the delivery of the **Motability Scheme** under contract to Motability, a national charity set up in 1977
- We are committed to maintaining an **efficient and sustainable business**, investing to equip our customers with the mobility solutions they need over the long term



Overview in numbers

We buy over

220,000

new cars each year, and sell over 650 per day, seven days a week, into the used-car market



1.8m

people in receipt of a qualifying allowance can choose to lease one of our products

Overall customer satisfaction independently measured at

98%

for six consecutive years

We train and work with

18,000

Motability Dealer Specialists across a network of around

5,000

Motability dealerships

Over

600,000

customers currently choose to use the Scheme



Our culture survey measured employee engagement at

93%

92%

of customers renew at the end of their lease and

98%

would recommend the Scheme to others

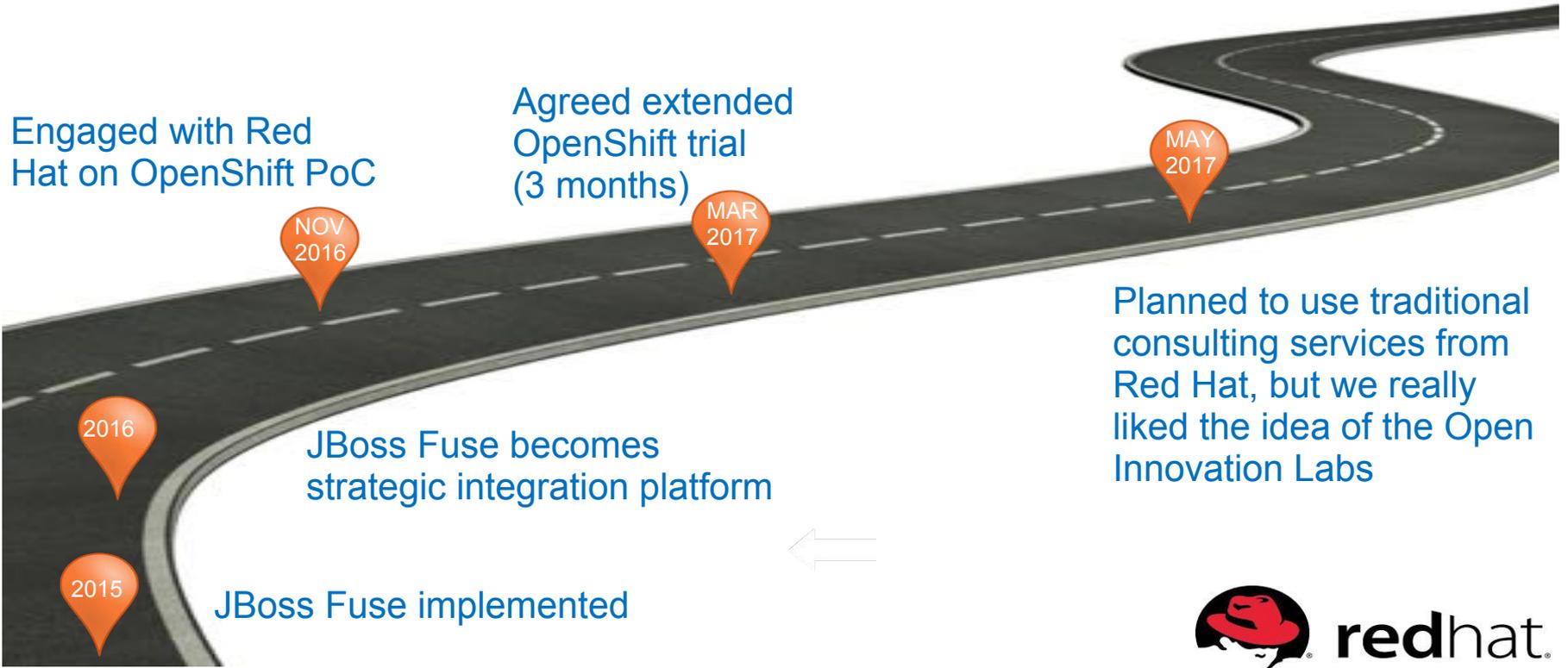
94.7%

ICS customer satisfaction rating –the highest performing organisation in the UK

A+ / A1

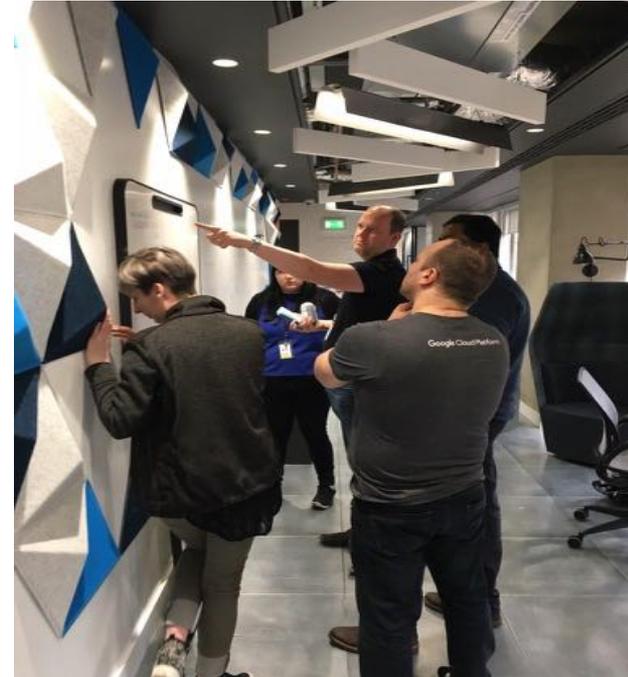
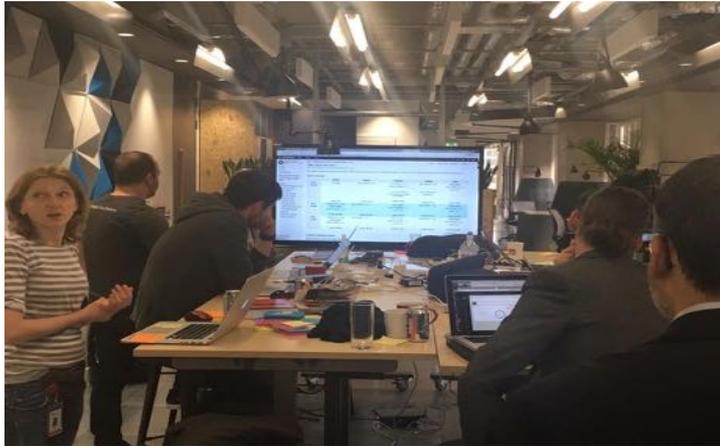
credit ratings from Standard & Poor's and Moody's respectively

Our journey to the Open Innovation Labs with Red Hat



Why the Open Innovation Labs?

- Accelerate our **OpenShift** initiatives & move to Continuous Delivery
- Opportunity to work side by side with **Red Hat** experts
- Exposure to a **new way of working**
- Immerse the team in a new environment
- Act as a further catalyst to **increase business agility**



Challenges we faced



Innovation Lab Achievements / Quotes

The lab is helping create the bridge between developers and infrastructure



I initially thought this was going to be an extended training course about OpenShift but it's been so much more than that!



The more hands-on experience of OpenShift I get the more I like it. The learning curve doesn't come for free but I'm grateful for the opportunity to pair up with the Red Hat guys

More than pleasantly surprised on the progress we've made in such a short time



Can we stay here longer?? 😊



Really enjoyed the first few days of the "design week". We probably covered more in 3 days than we would do in 3 weeks if we tried same exercise ourselves



What have we done since the Lab?

Started
Pair-Programming,
TDD,
Example-Mapping &
Event Storming

Cluster migration from
Dedicated 3.4 to 3.5
(3 days)

Vehicle Imaging
go-live on
Dedicated

OCT
2017

JUL
2017

JUL
2017

AUG
2017

SEP
2017

JUN
2017

Started 2nd project
(Vehicle Imaging) on OpenShift

Created Platform team to build
OpenShift OCP on AWS (with
Red Hat Engineers) using
Infrastructure-as-Code

Migrated to OpenShift
Dedicated 3.4 from Lab
environment



Returned team to our offices to continue
project with a Global Agile/CD Consultancy
on-site

JUN
2017

Vehicle Imaging

Enhancing Legacy storefront technology with new technology hosted on OpenShift Dedicated

Vauxhall
ZAFIRA 2.0DTI ELEGANCE 5DR (7SEATS) **£14,425**
Dealer Forecourt
DK14UOH | Diesel | Crystal Grey | 35,000 | 2014 | Manual
Lookers Liverpool, 82 Derby Road, Kirkdale, LIVERPOOL, L20 8LR
+ Add to shortlist
VIEW DETAIL

Vauxhall
Insignia Elite 2.0CDTI 5dr Hatchback Manual **£11,100**
Dealer Forecourt
DV64KFE | Diesel | Mica Brown | 35,000 | 2014 | Manual
Lookers Liverpool, 82 Derby Road, Kirkdale, LIVERPOOL, L20 8LR

Vauxhall
Insignia Elite 2.0CDTI 5dr Hatchback Manual **DV64KFE** Dealer Forecourt **£11,100**

Year: 2014	Mileage Date: 12/09/2017
Mileage: 35,000	V5: MO does not hold V5
Transmission: Manual	Capacity (cc): 1956
Fuel: Diesel	VIN: 44358787545431546
Colour: Mica Brown	Agreement Start: 12/09/2014
Body Style: Hatchback	No. of Doors: 5
CAP ID: 61463	BHP: 161

Vehicle Location: Lookers Liverpool, 82 Derby Road, Kirkdale, LIVERPOOL, L20 8LR

Collect
 Partback delivery

82 Derby Road, Liverpool, L20 8LR

CALCULATE COSTS

New image counter & carousel hosted on OpenShift



New Customer Engagement Platform on OpenShift

Customer Search

application-ui-mo-demo.3fea.mo1.openshiftapps.com

Motability The Car and Scooter Scheme

To get started, please enter the customer's National Insurance number and date of birth

National Insurance number
For example QQ 123456 C
2 letters 6 digits 1 letter

Date of birth
For example 21 06 1980
Day Month Year

Continue

Answer these questions

application-ui-mo-demo.3fea.mo1.openshiftapps.com

Motability The Car and Scooter Scheme

Answer these questions to determine whether the customer is eligible for the Motability Scheme

Which allowance does the customer receive?
The customer must receive one of the four mobility allowances listed below in order to be eligible for the Motability Scheme

Higher Rate Mobility Component of the Disability Living Allowance (DLA)

Enhanced Rate Mobility Component of the Personal Independence Payment (PIP)

Continue

Select the vehicle that

application-ui-mo-demo.3fea.mo1.openshiftapps.com

Motability The Car and Scooter Scheme

Select the vehicle that the customer will be leasing

VTN (Vehicle Type Number) By vehicle

Make
Vauxhall

Model
Please select a model

Select vehicle Save and exit

Back to driver details

Secure | https://console.mo1.openshift.com/console/

OPENSIFT DEDICATED

Projects

0. DevOps Build Tools and Dashboards

1. Motability Operations - DEV

2. Motability Operations - TST

3. Motability Operations - E2E

4. Motability Operations - DEMO

Secure | https://console.mo1.openshift.com/console/

Environments

4. Motability Operations - DEMO

5. Motability Operations - UAT

6. Motability Operations - PREP

7. Motability Operations - PROD

Motability Operations - Red Hat Demo

Questions?



Disclaimer

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**IF A PICTURE TELLS A THOUSAND
WORDS...**

READY TO INNOVATE? LET'S GET STARTED.



Set up a discovery session



Request more info

WHERE TO NEXT?

	Application Development (Milton)	Cloud Innovation (Dickens)	Digitisation (Nelson)	Lightning Breakout (Johnson)	Specialist Breakout (Pepps)	Demo Zone (Churchill)
16:25	<p>Partner Presentation Configuring a Service Mesh for an OpenShift-Kubernetes Cluster <i>Roberto Casula, Senior Pre-Sales Engineer & James Sherlaw, Senior Systems Engineer - AVI Networks</i></p>	<p>Customer Presentation Open Innovation Lab Experience - Motability Operation's Story <i>Julian Austin, IT Development Manager - Motability Operations, Jeremy Brown, Director & Tim Beattie, Engagement Lead, Open Innovation Labs - Red Hat</i></p>	<p>All ways on, mostly connected, always integrated, the API economy <i>Phil Prosser, Senior Solution Architect, Red Hat</i></p>	<p>OpenShift... There's a pipeline for that <i>James Allen, Solution Architect, Red Hat</i></p>	<p>Digital Transformation? You might just need a Mobile App Platform <i>Jon Walton, Senior Solution Architect, Red Hat</i></p>	
17:05	Drinks Reception & Networking (Foyer Level 0)					



RED HAT

FORUM

Europe, Middle East & Africa



redhat.®

((((((((**IMPORTANT**))))))))

Please **MAKE A COPY** of this
template to your Google drive **PRIOR TO ANY** editing.

To select backgrounds with text formats

- go to Slide > New slide or right-click within existing slide
- and select “Apply layout” from menu

There are several slide background options, an intro slide, and a closing slide available, as well as a few of the templated slide formats from the corporate template.

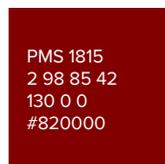
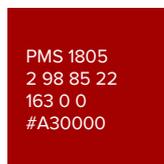
For help getting started, visit <http://brand.redhat.com/applications/presentations>
to download the official Red Hat Presentation Guide

For more information on how to use this template within Google Slides,
view this [step-by-step guide](#).

BRAND COLORS

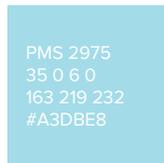
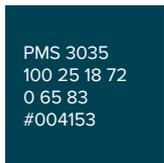
Use ONLY the colors outlined below in your presentation.

CORPORATE



WHITE
0 0 0 0
255 255 255
#FFFFFF

SECONDARY



When creating charts, graphs, and tables use the corporate and secondary color palettes.

DON'T PLACE CONTENT IN/ON LOWER RIGHT HAND CORNER

This is because this space is reserved for shadow man only.
Please also avoid if possible, placing content in top left corner.
In other words, use the area between corners.

ICONS

Red Hat icons use simplicity to explain complex ideas and key concepts. Icons can be used alone, with a polished fill, or on a round button.

To download, visit: <http://brand.redhat.com/elements/icons>.



BASIC



POLISHED



BUTTON

TIMELINE

Use these elements when creating a timeline. Copy and paste these graphics to your slide before changing the size and content of the elements.

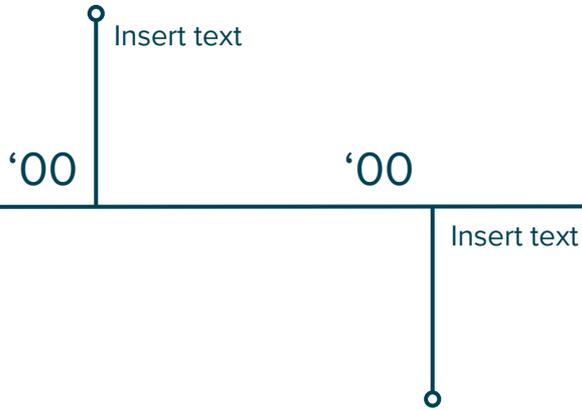


CHART ELEMENTS

Use these elements when creating charts. Copy and paste these graphics to your slide before changing the size and content of the elements.

Primary box, resize as needed

Insert text

Secondary box, resize as needed

Insert text

Secondary box, resize as needed

Insert text

Secondary box, resize as needed

Insert text

Dotted line



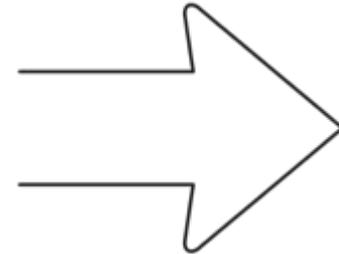
Solid line



Arrow line



Large arrow, resize as needed



Plus sign, resize as needed



TABLES

Using the table tool in Google Slides, you can create basic tables for your presentation. Make sure to use only corporate and secondary colors.

Sample chart template

VALUE	VALUE	VALUE	VALUE
value	value	value	value
value	value	value	value
value	value	value	value

Sample chart template

VALUE	VALUE	VALUE	VALUE
value	value	value	value
value	value	value	value
value	value	value	value

CODE SNIPPET

When referencing code snippets, use the template below. Resize the snippet box to the appropriate size for your text.

```
Type code snippet here
```

PRESENTATION TITLE SHOULD NOT EXCEED TWO LINES

Subheading goes here

Presenter
Presenter's title
Date

INSERT DIVIDER COPY

INSERT DIVIDER COPY

INSERT DIVIDER COPY

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AGENDA

Date and/or title of event

8:00AM–9:00AM

NAME OF TOPIC

CLICK TO ADD TITLE

CLICK TO ADD TITLE

Click to add subtitle

Insert paragraph of copy here. Do not exceed 40 words.

- Bullet
- Bullet
- Bullet

CLICK TO ADD TITLE

Click to add subtitle

COLUMN HEADING

ALL CAPS, TWO LINES AT MOST

COLUMN HEADING

ALL CAPS, TWO LINES AT MOST

Click to insert text

CLICK TO ADD TITLE

Click to add subtitle



Insert paragraph of copy here. Do not exceed 40 words.

- Bullet
- Bullet
- Bullet

CLICK TO ADD TITLE

Click to add subtitle

INSERT GRAPHIC HERE

INSERT GRAPHIC HERE

CLICK TO ADD TITLE

Click to add subtitle

INSERT GRAPHIC HERE

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Click to add text

Click to add text

Click to add text

CLICK TO ADD TITLE

Click to add subtitle

**COLUMN HEADING,
ALL CAPS**

Click to insert copy

**COLUMN HEADING,
ALL CAPS**

Click to insert copy

**COLUMN HEADING,
ALL CAPS**

Click to insert copy

CLICK TO ADD TITLE

Click to add subtitle



INSERT GRAPHIC HERE

CLICK TO ADD TITLE

Click to add subtitle

Click to add text

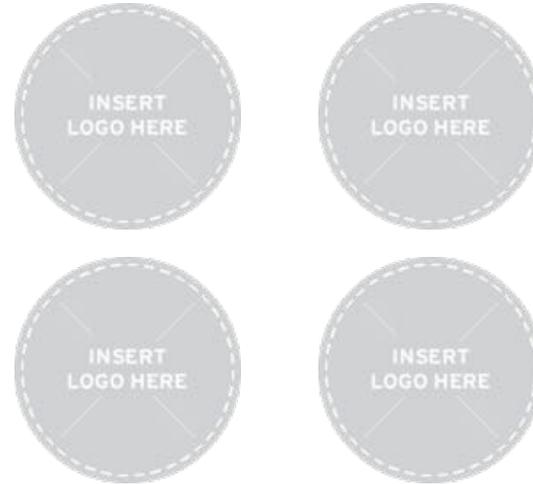


CLICK TO ADD TITLE

Click to add subtitle

Insert paragraph of copy here and logos in box to the right.

- Bullet
- Bullet
- Bullet



CLICK TO ADD TITLE

Click to add subtitle



Insert paragraph of copy here and logos in box to the right.

- Bullet
- Bullet
- Bullet

CLICK TO ADD TITLE

Click to add subtitle



“Insert customer quote”

OPTIONAL HEADLINE

Insert customer summary. Include product software. Do not exceed 40 words.

CLICK TO ADD TITLE

Click to add subtitle



CLICK TO ADD TITLE

Click to add subtitle



**SUBHEADING
MAX OF TWO LINES**

Click to add text



**SUBHEADING
MAX OF TWO LINES**

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MAX OF TWO LINES**

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CLICK TO ADD TITLE

Click to add subtitle



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CLICK TO ADD TITLE

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