

| Shagrir Group

Shagrir's Engineering and DevOps teams use Accelario to provision production-like data when they need it, where they need it, without compromising customer privacy. This self-service data platform allows Shagrir to increase innovation, enhance customer choice, improve product quality and accelerate delivery rates.

About Shagrir

Shagrir Group Vehicle Services Ltd. provides automotive products and services, including roadside assistance, rent-a-car, call center, home emergency services, and collision bodywork repair centers to its more than 1.5M customers in Israel. To ensure streamlined

operations, improved customer service and proactive marketing capabilities, Shagrir maintains an in-house IT team led by a CIO, to manage the ongoing development of customer focused enhancements and services.

The Challenge

The IT team at Shagrir is constantly looking for ways to improve customer choice and deliver enhanced services. When the CIO noticed that the teams often wait days and sometimes weeks

before they could provision or refresh production-like data in their DevOps environments, it became clear that manual and error prone data cycles were slowing the teams down.



At a Glance

> Industry

Automotive Road-Assistance

> Challenge

Engineering and DevOps teams were experiencing long wait times for the data that they needed to develop and test innovative new customer solutions.

> Solution

A self-service data provisioning platform for production-like, yet compliant data.

> Results

- > Wait times for data were reduced from days to minutes, improving engineering innovation and release velocity.
- > An automated, on-demand data provisioning process that replaced a slow and manual one.
- > DBAs and data teams no longer spend hours on manual data copies and can focus on higher priority tasks.
- > Data anonymization ensures built-in compliance with all privacy regulations, keeping customer data safe.

“With Accelario’s TDM solution, Shagrir’s specific objective needs were met. installation was easy, swift and successful. we immediately benefited from the ability to instantly update our environments with fresh data by a click of a button. As simple as clicking on a desktop icon.”

Goor Maor -- CIO Shagrir

The Solution

Shagrir implemented Accelario’s continuous Data Ops Platform, which allowed engineering and devops teams to provision production-like data in a compliant real time process. With

Accelario, the wait time for data pulls and refreshes was cut down from days to minutes, freeing up DBAs to focus on higher priority tasks. With a self- service solution, engineering teams were able to

pull the data they needed, when they needed it, while maintaining compliance with privacy regulations.

Results

With Accelario, Shagrir was able to replace a slow, manual, error-prone and high- touch process that consumed significant DBA time, with a self-service automated and near real time data provisioning cycle. As a result, Shagrir realized:

- › **Significant productivity gains for both DBAs and engineers**
- › **Increase in application release velocity**
- › **Reduction in mean time to resolve (MTTR) data related incidents**
- › **Improved compliance with regulatory and data privacy guidelines**
- › **Improved utilization of Oracle Standard Edition licenses, leading to significant license cost savings**

Accelario | The continuous DataOps platform

For more information contact us at info@accelario.com | www.accelario.com