Quali | TORQUE

TIAA Accelerates DevOps by Integrating Environments as Code Blueprints Into Software Pipelines

Overview

To further modernize their software development organization, TIAA needed a way to integrate environments into developer workflows.

TIAA's platform engineering team leverages Quali Torque to eliminate a traditional ticket-submission process that took nearly two weeks to complete and make environments a seamless part of their software development pipelines.

6.5K	4.5K	10+ Days
Developers	**Applications**	**Delivery Time**
relying on high-performing environments	to support	for some environments

The Challenge

With about 6,500 developers supporting nearly 5,000 applications, any delay in the pipeline has a material impact on release timelines and go-to-market for TIAA's digital solutions.

However, as a financial services organization, TIAA's infrastructure needed to adhere to strict governance standards for configurations, security, compliance, and other important considerations.

As a result, onboarding developers to the environments they needed to build and ship products required a lengthy, complex process that took as long as 7 to 10 days to complete.

TIAA's platform engineering team prioritized ways to enhance the developer experience to make access to environments a seamless part of the pipeline, while still enforcing their strict governance standards.

The Solution

Developer Experience

Environment as Code Blueprints

Governance & Approvals

Environment as Code Blueprints

Leveraging the team's infrastructure automation assets, Torque defined environments as code so they could be repurposed every time developers needed access.

Developer Experience

Integrations into developer tools and access via an Internal Developer Portal built on Spotify Backstage eliminated the need for tickets and provided seamless access to pre-configured, governed environments on-demand.

Governance & Approvals

Role-based access controls, centralized secrets management, and automated enforcement of custom cloud governance policies ensured that developers could only deploy infrastructure that adhered to the organization's unique standards.

Results

Accelerated	Granular	Continuous
Productivity	**Visibility**	**Governance**

Ease of Use with Automation & Governance

Torque enabled TIAA's platform team to eliminate the cumbersome development and maintenance required to build home-grown solutions by automating the creation of Environment as Code blueprints, integrating access for developers to access those environments via a secure Internal Developer Portal built on Spotify Backstage, and streamlined approval workflows for any attempt to provision infrastructure that violated their custom governance standards.

Best Practice

- **Balancing cloud governance with developer experience** can be difficult, often leading to tradeoffs that prioritize standardization over velocity.

- **Integrating Environments as Code** into developer tools eliminates the redundant orchestration work that creates these delays while ensuring developers can only access resources that are secure and compliant.