Right Hire IT
Right People. Right Opportunity. Right Organization.

Consulting & Placement

Benefits Management Software from ClickOps to Automation

Introduction --> Take a walk through how a leading insurance and employee benefit management provider accelerated software release cycles and kept pace with growing business demand to launch new products. To support this growth, the company made a strategic decision to migrate to a cloud-based infrastructure. Business stakeholders and product owners partnered with IT Operations to establish a DevOps-driven cloud architecture, enabling more efficient and reliable software updates and product launches.

Background --> While the cloud strategy was sound from a foundational perspective, the delivery model relied heavily on ClickOps deployment practices, which proved insufficient to meet business demand. Errors increased, and compliance risks became a growing concern. Leadership from architecture, infrastructure, and operations initiated a shift toward automation and Infrastructure as Code (IaC); however, the existing team lacked the experience required to execute this transition effectively.

Solution --> In partnership with the Director of Enterprise Architecture and Cloud Engineering and the Director of IT Operations, Right Hire IT assembled a specialized DevOps team. After assessing the technology landscape and identifying critical skill gaps, we recruited, screened, and deployed a team of three DevOps engineers with the right mix of technical depth and leadership capability. The team leveraged the company's existing technology stack, expanded cloud capabilities, established best practices, and conducted structured knowledge transfer with internal staff.

Analyze, Consult & Lead

Leadership was critical for assessing existing workflows, identifying pain points, and reviewing the company's code structure. Consultant worked closely with executive leadership and vendors to triage outages, coordinate resolution, and remove delivery blockers. They defined and executed the DevOps strategy, delegated work across both contract & permanent staff, and stepped in as a hands-on contributor as needed. Acted as the primary escalation point, translated complex technical concepts for business stakeholders, configured the monitoring platform and supported the growth of the organization by participating in candidate interviews. Role placed:

- **DevOps Engineer Level IV / Team Lead**
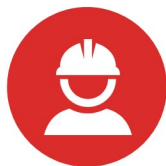
Orchestrating CI/CD Functions

Dedicated mid-level engineer focused on the company's flagship product, working across the full technology stack and throughout the entire SDLC. Partnered closely with application development teams, helping establish CI/CD pipelines and led the deployment & integration of front-end, backend, and database systems into the newly engineered cloud infrastructure. Performed hands-on development and configuration of infrastructure using Terraform, Argo CD, GitHub Actions, and Python, along with independently troubleshooting deployment issues, making code changes, and optimizing system performance to improve reliability and release velocity. Role Placed:

- **DevOps Engineer Level III**

Environment Separation

Junior engineer tasked with separating a third-party hosted monolithic cloud environment, which contained Development, Testing, and Production environments within a single cluster, to a multi-account solution. Working against an aggressive six-month timeline driven by business stakeholders, they helped separate the environments into independent logical AWS accounts. Migrated approximately 30 services and applications into dedicated cloud instances. Also collaborated with the database administration team to migrate databases into the newly established environments, leveraging Argo CD to support consistent and controlled deployments.

- **DevOps Engineer Level II**

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Outcome --> Standardized and optimized the company's CI/CD deployment process, establishing a consistent approach to how applications are built and released across teams. An Infrastructure as Code (IaC) framework was implemented and adopted as the forward-looking standard, significantly reducing reliance on manual deployment processes. Improved visibility into system behavior enabled faster identification of issues and operational bottlenecks, leading to increased efficiency, reduced downtime, and higher overall system availability. The organization also realized measurable improvements in code quality, security compliance, and monitoring capabilities, strengthening the stability and reliability of the production environment.

Challenges --> The legacy environment carried substantial technical debt and depended heavily on manual processes. Limited in-house DevOps automation experience contributed to ongoing instability and frequent reactive firefighting. In addition, complex access control and approval workflows slowed progress and introduced friction into delivery timelines. These challenges were addressed through pipeline and process standardization, increased automation, stronger monitoring & alerting, and consistent advocacy for DevOps practices.

Conclusion --> This engagement demonstrates how a partnership between IT leadership and Right Hire IT strengthened the company's IT delivery capabilities and established a durable foundation for continued modernization. By aligning technology, process, and people, the company is now better positioned to support faster product innovation, improved customer experience, strengthened data management practices, and delivery of more reliable services at scale. The Lead Engineer and Mid-Level Engineer were hired on direct by the company.

About Right Hire IT

Right Hire IT is a full-service Information Technology (IT) Consulting and Placement firm. The company offers highly experienced recruiting and account management professionals with the ability to provide an excellent candidate experience, and service the diverse needs of Fortune 500, mid-market and start-up companies seeking to employ top technical talent – specializing in Applications, Infrastructure, and Communications expertise. Connect with us at **(248) 264-8010** or contact@RightHire-IT.com to discuss how we can support your talent acquisition needs and IT project-based initiatives.

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