



EMBRACING THE FUTURE: JOHNSON CONTROLS' CLOUD-BASED DEVOPS JOURNEY

Volkan, starting from last year, you have introduced a really amazing change. **What is the difference between DevOps and traditional application services, and what's your vision around that?**

When we move to the new generation ERPs, we have project teams. These teams usually deploy the solution in our environments.

What we are trying to do is address the fact that ERP projects usually take a longer period of time to implement, and the success rate is low usually. What we are trying to do is have our project team deploy the solutions as soon as possible with a minimal viable product so we can realize the benefits from the business perspective. Then, our DevOps team comes in. So, if you ask who or what the DevOps team is, the DevOps team is there after project implementation. Since we went with the minimal viable product, the DevOps team is enhancing the product. At the same time, we are giving support. So, both development activities—enhancing the solutions and helping the business be more effective—and providing support are ongoing.

So, if I summarize it, it is really a support, a continuous improvement and enhancement mindset. Is that correct?

It is correct. Because one year from now, we expect that business operations will change. So, we are in the continuous improvement continuous enhancement process. So, our DevOps teams, after project implementation, are always on top of what the business needs and how we can deliver better results for our company.

Can you tell us a little bit about the scale of your DevOps team in terms of team size? And how many environments do you manage and enhance?

Our Oracle DevOps team consists of more than 150 employees and consultants. And our Oracle DevOps team is growing in the sense that we are not just looking for the ERP specific areas, but end-to-end processes. So, if you think of that, we are creating the quotations, we are creating the configurations for our customers and in CPQ tools that we are using, and then it comes to the ERP, and then it goes to the service applications as well. So, we are trying to cover an end-to-end process with our DevOps team.

Change is never easy. So, tell us a little bit about what's driving you to make the decision to move from a traditional application services SLA-based model into this cloud-based, modern DevOps model.

So, when you look at what we are trying to achieve, we are always business process focused. In the traditional SLA service level agreements, on the IT side, we are always looking at how many tickets we solve, whether we solve them on time, and whether the quality isn't there. But we are not just looking at that. It is important. We are not saying it's not important, but at the same time, our focus is the business.



So we call these business SLAs. We look at whether we are shipping on time, satisfying our customers, maintaining good relationships with suppliers, and paying invoices on time. All these processes, we are looking at how we are serving the business and whether those objectives from the business are achieved. In order to have that, our DevOps team is always concentrated on the business outcome, not just the IT outcomes.

Why did you choose Accenture as your partner in this journey, and what is your experience working with Accenture?

So, when we were in the evaluation process, we got in touch with different partners in our areas. As I said, our focus is the business and how we can improve business processes. At the same time, of course, we are looking at how we can deliver on the IT side. When we looked at Accenture, they brought both sides to us. Accenture is strong in business process areas and also on the IT side, they can deliver the chosen product we are implementing. So, Accenture was the right choice for us. Because today's environment, the business is changing every day. So, we can stay on top of what changes are coming up and how we can improve and standardize our operations. At the same time, their product knowledge helps us deliver solutions on time and on budget.

We just celebrated the one-year anniversary of Global DevOps. We're so excited to work with you and working with Johnson Controls.

Tell us what your vision is for the future, as we're so excited and ready to go.

Yes. In the last year, we have matured in our DevOps operations. Right now, what we are looking for is how we can optimize our processes more and how we can create more benefit for the company. So, in today's world, everyone talks about Gen AI. We are trying to involve, in our operations, Gen AI activities. To give an example, we are trying to implement Oracle Digital Assistant with Gen AI. So, how this is going to help us is that our operations won't need to go to each other to ask different questions about the status of my order or the status of my invoices. The Gen AI can help with all these questions and directly access the information by itself. At the same time, we are trying to improve how they operate within the system. So, how can I remove the hold on my invoices? And on the IT side, what we are trying to do is ensure they don't need to come to us and create tickets as service requests, asking how they can understand what is happening with this particular order. This will reduce our effort and allow us to concentrate more on value-added activities. Instead of answering questions coming from the business or within the business itself, they can be more effective in handling the questions and concentrate more on their jobs instead of searching for answers.

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