

Activelobby Case Studies

DevOps Case study - Multi-brand Helpdesk



About the Client

The client is a web-based multi-brand helpdesk that allows companies to manage and control all their brands and different business locations centrally using a single interface. It empowers service providers to offer services and support with centralized control.

Requirements of the client

- Faster Development Cycle
- Decrease operational costs by minimizing the use of dedicated servers and following containerized application deployment.
- Automating deployment: Scheduling and Scaling of containerized applications
- Implement AutoScaling Infrastructure on demand.
- Automation of routine operations
- Multiple Clusters environment to improve the High Availability of the Application.
- Deploy all stateless services in Kubernetes clusters

Challenges towards achieving the requirements

- Architecture design for better scalability and response.
- Resistance to failures and infrastructure issues.
- The infrastructure and orchestration supporting the product needed refinement to support customer growth and remove single points of failure.

The Activelobby Difference

Automated integration, testing, and release tasks by building necessary automation scripts in line with identified technology stack and configuring and setup the environment.

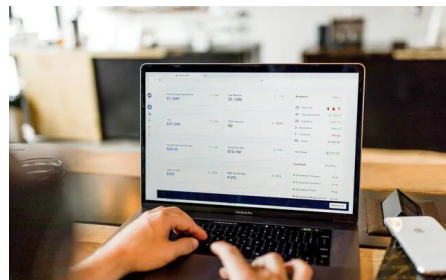
RabbitMQ cluster has been used in this application as a message broker.

The company leverages agile software development principles.

Multiple Kubernetes clusters were deployed which ensured the high availability of the application.

Technology Stack

- Orchestration Tools
- Version Control
- Automation
- Message Broker
- DataStore
- Cluster Administration
- Monitoring



- AWS
- Docker Kubernetes
- Git
- Jenkins
- RabbitMQ
- MySQL and Redis Clusters
- Kops and Kubectl
- Prometheus Grafana

Result

The company achieved the following with Activelobby Association

- Decreased Operational costs by 30-50% with the DevOps approach.
- Improved Software Quality and Speed of Software releases.
- Generated Test Data more rapidly and/or readily.
- The company states that Activelobby helped them increase the quality and velocity of software releases and was important to their DevOps journey.

Activelobby's DevOps services are delivered by a team of experienced engineers who are certified in a variety of cloud platforms, including AWS, Azure, and Google Cloud Platform. Activelobby is also an ISO 27001:2013 and ISO 9001:2015 certified company, which ensures that its services meet the highest standards of quality and security.

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