

Case Study

Parity helps leading global IT and Networking company modernize their applications

Case Study



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The Client

To ensure high performance and availability, a large worldwide IT and networking organisation planned to migrate their old applications for customer entitlements to a cloud-native micro services-based architecture. Parity assisted the client in modernising the entitlement base (EB) for 27 million customers spanning hardware, software, services, and the cloud while addressing availability, scalability, and performance challenges.

Key Challenges

- The technical services (TS) department at the client supports services that generate roughly \$5 million in product revenue each year. TS, on the other hand, was unable to expand to meet the growing complexity of the changing business model.
For example, they were having trouble servicing and supporting sophisticated product subscription offers, as well as new smart licensing solutions. This resulted in revenue leakage (almost 10% over-entitlements) and customer unhappiness owing to delayed services, manual entitlement checks, or the inability to provide services to which the client was entitled.
- Unconnected and inconsistent data, different user identities, missing opportunities, duplicated activities, and manual reconciliations were all part of the client's IT landscape.
Using the existing systems/software, they were also unable to transition from contract to subscription-based models.
- Due to huge data quantities, the present applications were not scalable, and performance was lagging. Several sources of data necessitated the use of multiple systems/programs to report concerns and cases.
- Integration of the client's new firms with current entitlement systems was difficult, \
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Solution Approach

- Revenue growth is boosted by modernizing apps.
- To achieve horizontal on-demand scalability, Parity designed a scalable architecture integrating cloud-native technologies such as OpenStack (IaaS), Kubernetes for container management, Docker & Docker Hub for containers, RunDeck for container deployment, and domain
- To import massive volumes of data into the EB platform, we changed the client's internal tool (Sync)
- We incorporated real-time monitoring, auditing, and auto data correction using a Kafka framework

Benefits - Measurable

- Every quarter, a new data mismatch solution was created to tackle data mismatch between Oracle and Elastic, saving 90 hours or 25% of human work.
- Customer reduced OPEX by upto 50% by migrating Oracle to MongoDB, Ansible to Fabric, and Load Runner to SOASTA.

- A custom code plug-in was developed to reduce migration time from 48 to 3 hours

USP

- High scalability, quicker rollouts, less downtime, a loosely linked design, and increase performance were all benefits of using cloud-native microservices architecture.
- Through a proof-of-concept (PoC) driven technology adoption, niche solutions employing industry-proven Open Source frameworks helped reduce operating expense and license costs.

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