



Customer operations for a DevOps platform

Business Problem

Our client had an IT infrastructure consisting of more than 50 servers with a range of integrated systems: an ecommerce website, CRM, a data warehouse, and others. To meet the increasing customers demand, and other business needs, the Customer needed their IT infrastructure properly managed, regularly enhanced without critical operational errors and system failures, and continuously monitored to make sure their web services were highly available.

Solution

To solve the Customer's infrastructure management tasks, we assigned a team of DevOps practitioners with the expertise in system administration and software development. By combining the development (Dev) and operations (Ops) specialists' efforts, we aimed at significantly accelerating the delivery of new software features, fixes, and updates in alignment with the Customer's business objectives.

The Customer's IT infrastructure included three key elements integrated with each other: an ecommerce website, CRM, and data warehouse. To ensure the faultless performance of the integrated systems, we set up and managed the tools for load balancing, infrastructure monitoring and log management. To manage the Customer's ecommerce website, we implemented the continuous integration and continuous delivery (CI/CD) pipeline.

Business Benefits

With the DevOps practices that we introduced and applied, the Customer got the proper management of their IT infrastructure and benefited from the high availability of the IT infrastructure. Our client got the possibility to enhance the ecommerce solution frequently without disruptions to the business process.

ABOUT PARKAR DIGITAL

Parkar Digital, a Gold Certified Microsoft Azure partner, provides technology solutions for Digital Healthcare, Digital Retail & CPG. Our solutions are powered by the Parkar platforms built using Cloud, Opensource, and Customer experience technologies. Our goal is to empower a customer-first approach with digital technologies to deliver human-centric solutions for the clients

