



Nolio lets 888.com execute over 52 weekly application changes, across application silos, keeping the dice rolling 24/7/365.

CLIENT
888.com

LOCATION
Gibraltar

INDUSTRY
Online gaming

THE CHALLENGE

- Enable reliable execution of over 52 weekly application updates across application silos, mitigating the risk of application change.
- Reduce heavy-workload pressures from operation teams and enable data center service scaling to support the addition of a new data center without increasing overhead or adding personnel.

THE SOLUTION

888.com selected Nolio to centrally execute application change, bridging silos and enabling timely updates of their multi-tier gaming applications along with automating 888.com's disaster recovery processes to heighten application uptime.

ABOUT 888.COM

888.com is a global online gaming and entertainment company. 888.com operates Casino-on-Net and Pacific Poker, with over 25 million users and the fastest growing Internet poker brand in the industry, hosting thousands of active games 24/7/365. In addition to its web-based gaming applications, 888.com processes thousands of secure transactions daily, requiring extensive back-end billing and support applications. Each online game therefore requires multi-tier operations across application, web and database servers. 888.com currently operates hundreds of servers, distributed across global data centers and is expecting to add an additional data center to meet continual growth in demand for their online gaming applications.

THE BUSINESS NEED

As a consumer oriented entertainment site, releasing online gaming application updates is critical for 888.com's business. 888.com's operation team handle over 52 weekly application changes, including major releases, bug-fixes and routine maintenance tasks for over 85 applications. Organized into separate application silos, for 888.com the key challenge was to enable coordinated application change across teams. Centralized execution was also essential to quickly identify and resolve application mis-configurations, and implement immediate emergency recovery procedures to ensure uninterrupted service for gamers.

In addition 888.com was seeking to reduce the heavy workloads placed on operation teams due to the swelling volume of application service tasks. The goal was not only to meet operational goals, but to scale capacity so that operation teams could increase the number of applications and build out a new data center, without the need to hire additional personnel or increase IT overhead.

“As soon as we saw that a process that took us a week to model with server automation software, took us 4hrs with Nolio’s application service automation, the choice was clear.”

- Ziv Oren, VP Operations, 888.com

EVALUATION CRITERIA

888.com was in the midst of evaluating several data center automation solution vendors when they tested Nolio.

A process for deploying and updating one of 888.com’s online gaming applications served as the benchmark for assaying the different solutions. Unlike server automation solutions, that required a week to model the deployment of a single multi-tier application (along with some additional manual scripting) with Nolio 888.com was able to model application dependencies and execute the multi-tier deployment process in under four hours.

“The fact that Nolio is designed to address the operational service requirements of multi-tier applications, coupled with built in application action libraries, simplified and expedited the entire automation modelling process for us. We then did the math for the rest of the application tasks we planned to automate and decided to proceed with Nolio...”

says Gabi Dvir, 888.com operations.

THE NOLIO SOLUTION

888.com employs Nolio Application Service Automation software to execute scheduled tasks including deployments, feature releases, updates and changes for over 85 multi-tier online gaming applications across application silos.

In addition, 888.com have automated their emergency and disaster recovery application service procedures, to accelerate failure remediation by reducing the time it takes to bring backup servers into live production. With Nolio, 888.com has been able to seamlessly automate application service tasks across their mix of both physical and virtual servers.

BUSINESS BENEFITS

Nolio has helped 888.com eliminate application errors and faulty processes enabling reliable execution of weekly changes and emergency operations for heightened application uptime.

By dramatically reducing the time and cost of managing routine and emergency application service tasks, Nolio has freed 888.com operation teams from repetitive tasks, enabling economical service scaling to meet the growing demand for online gaming services.

