

LIVEperson

CLIENT

LivePerson

LOCATION

NYC, NY, USA

INDUSTRY

Web-Based Chat and Call Centers

THE CHALLENGE

Ability to service LivePerson Internet-based, chat and call center applications to manage daily, weekly, planned and emergency changes, ensuring application quality and continuous updates across the cloud.

THE SOLUTION

Nolio Application Service Automation enables LivePerson network operation teams to model and execute application service tasks across their global, distributed data centers, enabling reliable and timely updates of their Internet-based call center applications across their hosted service customer base.

KEY BENEFITS

- Eliminate mis-configuration errors across LivePerson data center applications.
- Streamline application service tasks, accelerating LivePerson's production/release cycles for business agility.
- Dramatically reduce the time and labor needed to service LivePerson applications, freeing network operation teams to work on higher level and additional data center tasks.

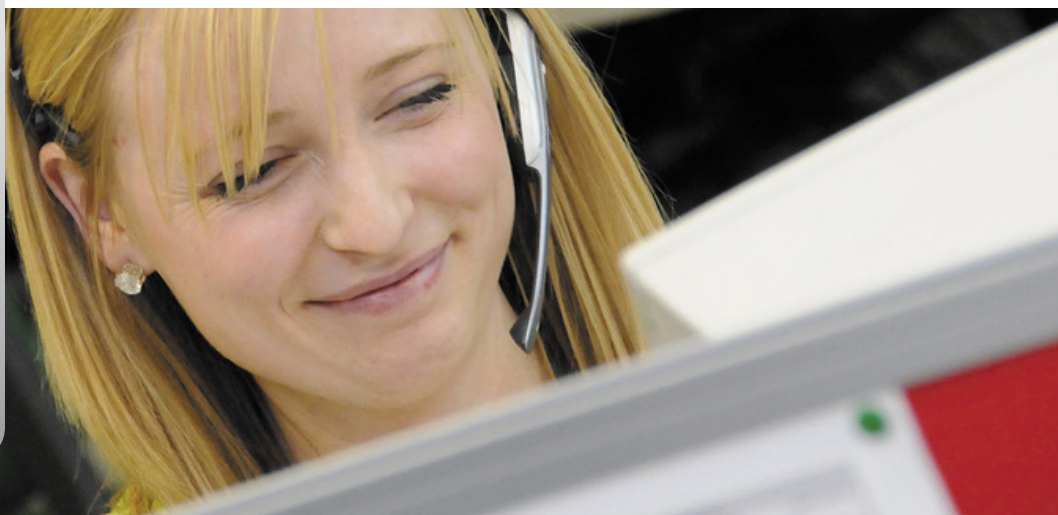
LivePerson keeps online chat applications fully updated across their data center with Nolio, supporting over 1,000,000 hosted conversations daily.

ABOUT LIVEPERSON

LivePerson is a provider of online chat, call center and web-based engagement solutions which facilitate real-time assistance and expert advice over the Internet. Connecting businesses and experts with consumers seeking help on the Web, LivePerson's hosted software platform services more than 6,000 companies, handling upwards of 1,000,000 daily conversations. LivePerson's Network Operation Center (NOC) comprises a team of application, database, infrastructure, storage and system monitoring information technologists, charged with servicing applications across servers and distributed global data centers.

THE BUSINESS NEED

LivePerson's business is based on a hosted application platform, delivered to customers as software-as-a-service (SaaS). Guaranteeing application quality, timely updates and service continuity requires that LivePerson NOC teams manage continuous application production, release and service cycles. LivePerson data center application service tasks range from large scale alpha-to-beta releases, requiring collaboration and hand over from R&D and QA to production along with ongoing weekly and emergency bug fixes, as well as specific customization of features for individual customers. For LivePerson, the key challenge was to streamline application deployment operations, eliminate mis-configurations from highly repetitive and error prone application service tasks, and enable faster time-to-release for updates, thereby enhancing the scalability of NOC activity based on growing demand for LivePerson services, all without the need to hire additional operations staff.



“With Nolio, we are able to centrally manage application changes across all LivePerson environments, from QA, to staging and into production. This means that we can create, test and automatically execute all of our service tasks to support a range of data center application service operations, from daily, to weekly updates, along with emergency and unscheduled tasks.”

- Eran Shpiner, Production Administrator, LivePerson NOC

EVALUATION PARAMETERS

LivePerson sought a solution that could streamline application deployment and eliminate mis-configurations from highly repetitive and error prone application service tasks, while enabling faster time-to-release for new LivePerson fixes and changes, especially emergency processes, where response time is critical. In addition, LivePerson was looking for a solution that could be seamlessly introduced into their existing workflow and best practices of building, mapping and deploying application changes across the data center.

THE NOLIO SOLUTION

LivePerson introduced Nolio Application Service Automation to model and automatically execute application release packages across their data center. Starting with the staged automation of production tasks, LivePerson now employs Nolio to build application service processes across multiple environments including QA, staging and production, automating the entire op-cycle, including daily maintenance tasks, weekly releases of new versions and patches along with troubleshooting, emergency roll-back and disaster recovery processes.

“I was very pleased with the ease-of-use and efficiency of the Nolio system. Instead of 2 days for installation of 11 disaster recovery servers, with Nolio it took me only 30 minutes to setup the ENTIRE automation infrastructure (MySQL DB, NOLIO Center, Execution Server, Agents and local Console and DevStudio) and configure the disaster recovery processes”, says Shpiner.

BUSINESS BENEFITS

Nolio Application Service Automation lets LivePerson gain control over routine application service tasks, eliminating errors, while dramatically reducing the time and resources needed to service applications by up to 85%. By enabling the simultaneous execution of application service operations across QA, staging and production, LivePerson is able to speed up time-to-problem resolution and accelerate application change releases to support new feature deployments and the quality of LivePerson hosted applications for customers. Nolio role-based permission mechanism also enabled LivePerson teams to delegate authorized tasks to R&D and QA members eliminating overhead on operations teams' time. In addition, by automating routine application service tasks, Nolio enables LivePerson NOC teams to quickly and affordably scale their activity to meet demand for their hosted chat services and support business growth.

“With Nolio, we can come closer to our vision of streamlining pre-production packaging of data center applications” Shpiner noted “including the receipt of procedures from R&D, checked by QA, ready for execution by operations. By streamlining planned operations, we can focus our energies on unplanned tasks”.

