

## SUMMARY

SoftSages Technology was already using continuous integration, delivery and deployment for its own SaaS product suites. By building effective and automated pipeline for deployment & testing, lot of deployment related errors were reduced which in turn helped the velocity of product development.

A very well-known and reputed cruise line company (\$20 billion market cap) was looking to harness the benefits and power of CI/CD for many of their applications that were used regularly by the cruise ship travelers. Automation, round the clock support, quick and error free delivery of features was some of the key aspects that cruise Line was looking to address.

## CHALLENGE

There were numerous applications both legacy and newly built that needed to be deployed and verified. Applications were customized based on the class of cruise ship it was deployed on. Also the need was to support outside of USA hours.

Efforts had to be coordinated between team based out in USA and team based out in India to ensure strict up time SLAs were met. Monitoring and resolving the issues quickly to ensure applications are always running and performant was crucial for this engagement.

## SOLUTION

Offshore team of SoftSages located in India was engaged for the assignment to provide monitoring, build and verification during non-working USA hours. Lot of manual build related tasks were automated. For every build cycle thorough verification was done to ensure each and every aspect of application was performing as expected. Both web as well as mobile version of app along with multitude of micro-services were tested both during and post deployment. Communication with USA counterpart, handling of tickets, resolving or escalating of error conditions were all handled as part of build and support work.

# MAJOR TECHNOLOGIES/TOOLS



**lagom**

