



Our team lead is discussing a technical issue during a video call

# REDUCING MMTR FROM HALF A DAY TO HALF AN HOUR

August 2023

## ABOUT COMPLAI

ComplAi offers an innovative software solution for secure, efficient, and transparent end-to-end management of compliance.

It lets all parties involved in the compliance process experience intuitive collaboration while dealing with collecting, auditing and distributing evidence of compliance throughout supply chains.

The solution is offered as SaaS.

## complAi

### Location

Norway

### Company size

10-50 employees

### Industry

IT services

## CHALLENGE

The production environment used by SaaS could not handle a growing number of users. Existing architecture didn't allow rendering significant changes and optimisations to meet new demand.

CI/CD workflow was not convenient enough for developers if they needed to deliver new fixes and features in a prompt fashion while it was crucial for business success.

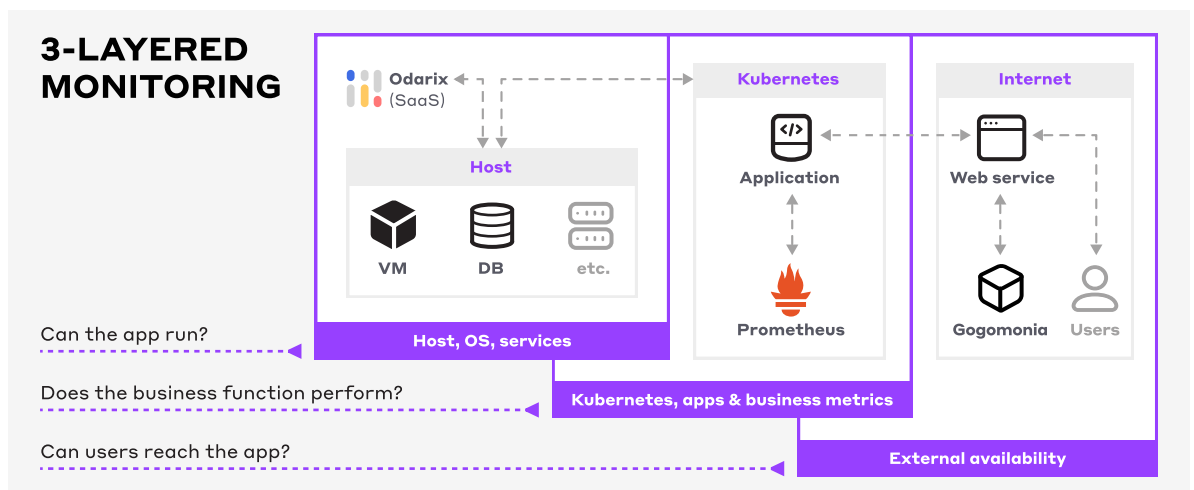
An overall 24x7 support was required to monitor and handle all infrastructure- and DevOps-related incidents whenever they occur. The more users were active and the bigger infrastructure became, the higher responsibility level was required.

## SOLUTION

To address developers' needs, a **brand new CI/CD system** was introduced. It was fully automated, easier to use, and provided developers with essential features, such as a transparent deployment process. Additionally, ongoing consulting was offered to help developers follow software delivery best practices. These changes led to accelerated onboarding for new developers.

For the production environment, a **highly available Kubernetes cluster** was deployed. It allowed ComplAi to automatically scale infrastructure according to evolving needs, withstand various failures, and simplify the application deployment process.

A **comprehensive observability solution** was implemented to ensure new infrastructure reliability. It covered three layers, i.e. blackbox monitoring, infrastructure and applications monitoring. Combined with a **dedicated DevOps & SRE team** and 24/7 support, it guaranteed robust operation for business-critical applications.



3-layered observability solution from Palark to ensure the fastest MMTR for ComplAi

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... These steps, being promptly implemented and maintained with 24/7 support, resulted in a better time-to-market for our product and brought its reliability to the next level. Developers could now focus on their main tasks getting all Kubernetes- and operations-related consultations when needed.

**Mikhail Lindblad**

CTO at Complai AS

## OUTCOME

The DevOps & SRE service by Palark eliminated the bus factor. All related issues are now handled by a team (instead of a sole engineer) — therefore, they are resolved in a timely manner. It resulted in the following benefits for the customer:

1. **Tremendous MTTR** (mean time to recovery) **reduction**, from 0.5 days to 0.5 hours. Well-established observability system and incident management workflow significantly contributed to this. While duty engineers now react to critical incidents within 5 minutes in a 24/7 mode, there are powerful mechanisms and tools to deal with them swiftly.
2. **Better security.** Automated CVEs (common vulnerabilities and exposures) scanning in the CI/CD pipeline minimised security risks in the production environment.
3. **Development team growth enablement.** Embracing new CI/CD workflow and further DevOps-related assistance helped ComplAi to expand the development team by 50% within the first few months of our collaboration.
4. **Improved user experience.** The log collection system was introduced as a part of the observability solution. It serves developers as an indispensable assistant when they need to reproduce any issues reported by users and troubleshoot them to provide users with a prompt fix.

Find more practical cases  
on [blog.palark.com](https://blog.palark.com)

## Impressum

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