

## Case Study

# eviivo Speeds Check-Ins with Automic® Continuous Delivery Automation



## Client Profile

**Organization:** eviivo

**Industry:** Technology

## Business

eviivo helps small hotels to succeed online. The company's easy-to-use online booking app enables some 6,000 properties across the UK, Europe, and North Africa to gain bookings through hundreds of websites and to manage them all in one place.

## Challenge

- Automate repeatable application release processes.
- Eliminate expensive and time consuming manual scripting.
- Accelerate the delivery of application releases.
- Reduce the business impact of deployment errors.

## Solution

- Centralized visualization of continuous delivery pipeline.
- Out-of-the-box action packs and integrations.
- Reusable objects and parameters for creating release workflows.

## Results

- Reduced release time by over 70% for each application.
- Ensured that hoteliers and guests receive easy, convenient omnichannel service.
- Mitigated risk by eliminating potential for human error.

## Business

### Online Booking Services Providers

eviivo exists to help small hotels and bed and breakfasts succeed online. The company's easy-to-use online booking app enables some 6,000 properties across the UK, Europe, and North Africa to gain more bookings through hundreds of different websites and then manage them all in one place. eviivo takes control of the vast majority of administration for reservations, including managing booking capacity, updating room rates, and promoting special offers.

## Challenges

### Speed Delivery of New Online Business Services

The online booking services provider is growing fast, acquiring new customers and connecting to an increasing number of booking sites such as Laterooms, Expedia, Booking.com, and Hotels.com. Its SaaS-based eviivo suite provides a booking platform that is PCI Level 1 business services compliant. The app also allows hoteliers to take advantage of the latest app functionality and the extra flexibility of operating their business from a PC, smartphone, tablet, or other device.

Two critical objectives for eviivo as they drive innovation are to quickly deliver new business functionality and to deliver online services that are reliable and resilient. To achieve these objectives, it was important to eviivo to match the frequency with which new application releases could be built to eviivo's ability to safely and securely deploy them. "We relied on manual processing to manage rollouts," explains Jonathan Shaw, Head of Platform, eviivo. "We'd spend a lot of time deploying applications manually onto servers, comparing and updating web config files. We would also run some PowerShell scripts. But there was no automation or continuous delivery. Releasing new applications was time consuming and prone to errors."

eviivo runs a predominantly Windows environment and was already automating some of its .NET deployments. This, too, came with its challenges. "We were looking for greater flexibility," says Shaw. "For example, our deployment processes relied on a certain degree of scripting during the release cycle. With demand from hoteliers and consumers growing, we needed an automated solution that eliminated scripting altogether, was very easy to work with, and would allow us to visualize our workflows."

### Faster Deployment of New Apps

eviivo decided to standardize with CA Technologies, a Broadcom company, to automate application releases into its SaaS platform environment. They chose an automation solution from CA that provides an integrated application packaging and deployment model, together with a rich set of out-of-the-box plug-ins including Microsoft IIS and SQL Server action packs. eviivo now has the flexibility to monitor and control each deployment in real-time. The result? The dramatic increase in frequency and quality of app releases means that eviivo is now able to assure the delivery of enhancements to its eviivo suite clients at the speed the business demands.

"Before we had CA, we had no understanding of how releases were progressing through our pipeline," said Shaw. "Now when the business asks 'when can we make this update available to our users?', we can look at our pipeline and provide them with meaningful data showing the volume of releases and what stage each release has progressed to. This means the business can better anticipate what is coming soon in terms of improving our clients' experience."

Shaw explains, "Automatic Continuous Delivery Automaton is a lot more powerful than other tools. Reusable objects, parameters, and templates mean you don't need to reinvent the wheel when creating new workflows. It allows us to synchronize new app releases with the deployment of other environmental components, such as config file updates."

## Solution

### Automatic Continuous Delivery Automation

Automatic Continuous Delivery Automaton is transforming the speed and quality of eviivo's release processes. Shaw cites the example of a recent large-scale deployment of the API backend that supports their property management system. "It would take two and a half hours for us to complete all the steps needed to build a new release. With CA, it's a couple of clicks and the entire release management phase finishes in 40 minutes and the added reliability means there is very little risk to the business."

### Solution (con't)

eviivo is planning to incorporate load balancing into its application release process, utilizing the CA plug-in to F5 Networks. This will allow deployments of updates to be phased across a complex application landscape, minimising disruption to service availability.

### Results

Shaw concludes, "CA reinvents the way you approach releases. There is so much 'out-of-the-box' functionality that you think of new ways of doing things that in the long term brings you much greater value. Atomic Continuous Delivery Automation's flexibility blows other products out of the water."

**For more information, please visit [ca.com/automation](https://ca.com/automation).**