



"Harness is a shortcut to a mature CD pipeline."

"The machine learning aspect of Harness give us the peace of mind and confidence to multiple deployments on any given day."

Ed Rose – Director of Software Engineering

Build.com reduces MTTR by 75%

About

- Ed Rose – Director of Software Engineering
- eCommerce (\$500m+ revenue)
- Second largest online home improvement retailer in North America with over 1 million products, 450 vendors and 250 product experts.

Challenges

- Manual verification for production deployments involving 6-7 team leads
- No time/resource to enable true canary deployments
- Manual rollback using scripts which could take up to 40 mins to recover

CI/CD Ecosystem

- Java, Docker, Kubernetes
- Harness
- Jenkins
- Selenium
- New Relic
- Sumo Logic

Benefits

- Mature end-to-end CD
- Canary Deployments
- Machine Learning auto-verification of Production Deployments
- Developers & teams can do their own deployments (CD As-A-Service)

Compelling Event

- Internal initiative to solve their CI/CD process
- CI with Jenkins largely solved
- CD lacked verification and rollback capabilities

Evaluation

- Easy to install and setup
- Built & run CD pipeline on day one
- Able to migrate all existing Jenkins investment in 8 hours
- Integrated with New Relic & Sumo Logic
- Level of support was second to none
- Didn't need to re-write existing CI/CD process

Business Impact

- Canary deployments reduced business impact of production deployments by 95%
- Saved 780 hours of team lead productivity per year
- Reduced MTTR and rollback by 75% from ~40 mins to ~10 mins
- 3 production releases/week & 1,500 deployments/month across environments

ROI

- “We would need two full-time engineers with data science backgrounds for one year just to build your verification capability let alone the rest of Harness. We could spend \$300,000 to do that, or just buy Harness and have a mature CD platform today”

Harness is the industry's first Continuous Delivery-as-a-Service platform that automates the entire CD process, keeps it secure, and uses machine learning to protect you when deployments fail.

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