



“Harness is our safety net when production deployments fail.”

iHerb[®]

“Harness allows us to offer CD-as-a-Service to our Developers instead of needing DevOps to babysit deployments.”

Kodiak Jensen, Lead DevOps Engineer

Harness Continuous Delivery as-a-Service saves iHerb 350+ hours per week

About

- Kodiak Jensen, Lead DevOps Engineer
- Global eCommerce leader in Vitamins, Supplements, and Natural Health Products
- 1,200 brands and 35,000+ products

Compelling Event

- Transitioning applications from on-premises .NET Windows to hybrid cloud .NET Core Kubernetes

CI/CD Challenges

- Up to 20 dev team deployments per day
- Deployments are performed by dev team leads and typically take up to 6 hours each
- Team leads use Microsoft TFS and Kubectl to manually update and verify deployed images for each service across 18 data centers (1 hour each).
- DevOps team spends 2 days a week deploying troubleshooting deployment fires and alert storms
- No visibility into who was publishing when, or output of result

Harness Benefits

- Automation of deployments across 18 data centers and 32 Kubernetes clusters
- Out-of-the-box canary deployment support
- Out-of-the-box integration with Dynatrace and ELK
- Auto-verification of deployments using ML
- Auto-rollback for failed deployments
- DevOps team creates Harness pipeline templates
- Developers deploy using Harness pipeline templates
- True CD-as-a-Service and self-service for developers
- "We now know who is publishing when"—system of record for entire environment of 750 services

CI/CD Ecosystem

- .NET Core, Docker, Kubernetes
- Hybrid Cloud (On-Prem, AWS, GCP)
- Microsoft Team Foundation Server
- Dynatrace APM
- Datadog Infrastructure
- ELK Stack

Evaluation

- Demo was clear and easy to understand
- Harness came on-site for free and walked team through product & evaluation
- Provided safety net for failed deployments
- Deployed Harness in production across all 4 applications, 6 data centers, and 10 K8 clusters

Business Impact

- Reduced deployment time from 6 hours to 30 minutes per team per day
- Saved 330 hours (8 engineers) of time per week by automating deployments
- Saved 32 hours (2 DevOps engineers) of time per week firefighting deployments
- Reduced downtime and revenue risk by implementing canary deployments and automating rollback when verifications fail

ROI

- Team lead and engineering time savings
- Harness engineering built several integrations in weeks to complete iHerb pipelines
- Harness Customer Success team ensured iHerb team saw value after just one week