“In the past, deployments took eight hours and three engineers.”

Corey Wagehoft, Lead Systems Engineer
Relativity Selects Harness over Spinnaker
For Secure Continuous Delivery

About
• Corey Wagehoft, Lead Systems Engineer at Relativity
• Relativity makes software to help users organize data, discover the truth, and act on it. Their e-discovery platform is used by thousands of organizations around the world to manage large volumes of data and quickly identify key issues during litigation, internal investigations, and compliance projects. Relativity has over 180,000 users in 40+ countries from organizations including the U.S. Department of Justice, more than 70 Fortune 100 companies, and 198 of the Am Law 200. RelativityOne offers all the functionality of Relativity in a secure and comprehensive SaaS product. Relativity has been named one of Chicago’s Top Workplaces by the Chicago Tribune for nine consecutive years.

Compelling Events
• Internal initiative to reduce cost and increase deployment velocity prompted a move from legacy services to containers in Azure.

CI/CD Challenges
• Deployments typically took 8 hours and were manually executed by a team of 3 engineers.
• A 50% change failure rate was dropping internal confidence and causing down time.
• Cultural tendency to build custom tool internally.
• Strict security requirements limited the types of tools that could be brought onboard.
• Team evaluated Spinnaker and selected Harness for the following reasons:
  • Ability to support Windows services in addition to Azure and containers.
  • Native integration with Azure Key Vault.
  • Secure communication via delegate architecture.
  • CD as-a-Service vs. self-managed solution which requires dedicated engineering resources.

Harness Benefits
• Increased deployment velocity by 30X in first 3 months.
• Harness delegate architecture ensures secure and scalable Continuous Delivery to other deployment tools.
• Native integration with Azure Key Vault allowed the company to stay ISO and SOP 2 compliant while also preparing the team for FED ramp certification.
• Continuous Insights helps data-driven decisions around pipeline flow and deployment velocity/speed.
• Pipeline templates created a gold deployment standard at Relativity so deployments are consistent across all teams.

“The effort we spent on deployment completely dissipated. I can take a coffee break while Harness deploys.”

Corey Wagehoft, Lead Systems Engineer at Relativity

CI/CD Ecosystem
• Jenkins (CI)
• Terraform (infra provisioning)
• Containers & Kubernetes (Azure)
• New Relic (APM)
• Prometheus (Infra)
• Splunk (Logs)

Business Impact & ROI
• Nightly deployments vs. Monthly.
• Reduced deployment time by 98% from 8 hours to minutes.
• Reduced deployment effort by 99% from 3 full-time engineers for 8 hours to 1 engineer for minutes.
• Reduced deployment change failure rate by 80% from 50% down to 10%.
• Saved $150,000 instead of self-managing Spinnaker open source.

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. www.harness.io | demo@harness.io