Tyler Technologies Saves $1.2 Million per Year in CI/CD Maintenance Costs

“As more and more of our teams understand the benefits of moving to Kubernetes, Harness gives them the ability to move quickly and easily.”

Jeff Green | Chief Technology Officer

Delivery Challenges

- Half a dozen homegrown and vendor deployment solutions were used at Tyler Tech. Each deployment solution required 1-2 FTEs for maintenance and was incapable of deploying to Kubernetes. Knowledge of how to maintain the solutions rested with a subset of developers.
- One of the homegrown solutions was built and maintained by 4 FTE’s in 2003. It consisted of loosely connected scripts and dozens of custom-written plugins. The key developer of the project left Tyler Tech and no one else knew how to maintain the tool.
- The complexity of Tyler Tech’s applications was increasing at a rate the homegrown tools couldn’t handle.

Continuous Delivery Results

- Out of the box Continuous Delivery with nearly zero maintenance cost
- First pipeline set up and deployed in 6 hours
- 230 unique services already deployed using Harness
- All of Tyler Tech’s new product development is deployed using Harness
- Pipelines are able to be used across different clouds with minor changes
- Harness API allows for easy automation, a region failure takes 25 min to correct with the click of a button
- Full GitOps pipeline management enabled by Harness

Business Impact & ROI

- Best in class change failure rate of only 10.8%
- Roughly $1.2 million saved annually in maintenance cost
- 25 minutes to do a full re-deploy when an AWS AZ goes down