“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

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

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)

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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