# Appriss Migrates from GlassFish to Payara Server to Deliver Critical Web Applications

Appriss needed to migrate from GlassFish 3 to GlassFish 4, but encountered large hurdles that halted progress. Payara Services overcame these problems and enabled Appriss to deliver their critical customer-facing web applications with the added confidence of the included 24/7 expert support through Payara Enterprise.

## Challenges

Appriss was in the process of migrating from GlassFish 3 to GlassFish 4. However, during the migration process they encountered a problem that they could not resolve, preventing them from successfully migrating. Around the same time, Oracle announced an end to commercial support for GlassFish, and Appriss relied on the open source community for assistance and their in-house expertise.

Payara's team was able to get several "showstopper" issues resolved and successfully migrate all of Appriss production GlassFish applications and services to Payara Server.

Screensharing sessions with Payara Enterprise support engineers proved very beneficial, an approach that allowed Payara support engineers to work with Appriss engineers to reproduce and troubleshoot issues in their environment, which was very productive.

Appriss was able to take advantage of Payara's flexible options and pricing for multiple server environments and clusters. They found Payara Enterprise with Migration and Project Support a great, lower-cost way to get support during the development process before moving to production. Appriss was able to work with Payara to identify and resolve several issues during their migration process before migrating their production environment to Payara.

Appriss also found the Customer Hub support portal a great benefit as it allowed them to log in and see at-a-glance any open issues, track status, and the activity on open items.

## About Appriss

Originally known as Interactive Systems and The VINE Company, Appriss, Inc. was founded in 1994. Working with government officials, the company developed the United States' first automated victim information and notification system: VINE® (Victim Information and Notification Everyday). VINE remains the nation's leading automated victim notification solution, delivering more than 40 million notifications annually.

At the beginning of 2016, Appriss divided into three distinct business entities: Public Safety, Healthcare, and Retail, to bring industry-focus to their diverse family of data-driven solutions.

**Industry:** Data Solutions for Retail, Health and Safety

**Location:** Louisville, Kentucky, US

**Software & Services:**

- Payara Server Enterprise (Production Support)
- Java EE
- GlassFish
- Payara Server

## Results

Appriss has successfully migrated all applications previously running on GlassFish 3 to Payara Server Enterprise, a key objective and a critical component in a data center migration project.

Appriss has now deployed several of its critical customer facing web applications on Payara Server.  Additionally, their core data collection network and notification platform also rely on services deployed to Payara Server.

The included support with Payara Enterprise was very responsive. It provided quick access to patches and fixes, which was critical for Appriss, as they need to respond quickly to any issues they encounter.

**APPRISS** SAFETY

### Payara Platform Enterprise Includes:

**Choice of support:**

- Migration & Project Support
- 24x7 – for mission critical environments
- 10x5 – business hours support

**Ensures service level agreement (SLA) operation of your application server with:**

- Unlimited tickets
- Customer Knowledge Base
- On-boarding support
- 10-year software lifecycle
- Fully supported production binaries
- Fully supported ecosystem components
- Access to Zulu Enterprise-fully supported builds of OpenJDK

**info@payara.fish**

**+44 207 754 0481**

**www.payara.fish**