



Payara Enterprise Support Saves DPD from Hiring Extra Support Employees and Offers Quick Solutions and Support for Critical Applications

DPD had been using GlassFish 4 to run Web APIs with Java for integration with customers but experienced problems from the lack of support. DPD needed quick reaction times to their support questions and solutions to any problems with critical applications. Using Payara® Enterprise 10x5 Support, DPD quickly overcame issues with their applications without the need for hiring additional support staff.

Challenges

With over 100 APIs connecting systems and integrating with customer applications, having a stable solution with support is critical. DPD considered hiring extra support staff but struggled to find someone with the skillset to do the work. When their team were unable to find resolutions to problems using GlassFish, DPD decided to seek another solution that also had support. Because Payara Server was derived from GlassFish, the transition to the Payara Platform was an easy one to make.

Solution: Payara Enterprise 10x5 Support

DPD migrated to Payara Server, an open source application server originally developed as a fork and drop-in replacement for GlassFish Server Open Source Edition. Some of their APIs and critical applications needed extra work to function properly once migrated to Payara Server, but Payara Support Engineers quickly resolved the issues with same day response time for support requests. Using Payara Enterprise saved DPD from hiring additional support staff while providing DPD with the quick support and stable environment they need.

About DPD

Previously known as Interlink Ireland Ltd, DPD is Ireland's largest dedicated parcel delivery company. With 35 years' experience, DPD gives customers a united delivery partner throughout Europe and beyond, providing a sortation capacity up to 21,000 parcels per hour. DPD is an industry innovator with multiple technological developments revolutionizing parcel delivery services, including real time, on line track and trace, Predict™, DPD Parcel Wizard™ and DPD Ireland App.

Industry: Parcel Delivery Services

Location: 34 Depots Throughout Ireland

Software & Services: Payara Server and Payara Enterprise Support (10x5)

Technologies: Payara Server, Web APIs, Java EE/Jakarta EE

Payara Server with Support Services: No Need to Hire Additional Support Staff

For more information visit www.payara.fish or contact us on info@payara.fish





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Same Day Support Response with Quick Resolution

"Using Payara Enterprise support enables us to get our APIs more stable and we feel more confident in the service we provide to our customers," said Stefan Ajderev, IT Infrastructure and Security Manager at DPD. "We would highly recommend Payara and Payara support. Monthly patches are very helpful, having the option to update is helpful in case of critical issues. It's stable and NO problems."

Results: No Need to Hire Extra Support Staff and Faster Issue Response

Relying on Payara Enterprise Support eliminates the need to hire additional support staff while receiving faster resolution to issues. Their customer experience is drastically improved, while issue resolution for DPD's in-house team is no longer consuming time better spent focused on continuing to revolutionize the parcel delivery industry,

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About Payara Enterprise

Payara Enterprise lets **you** decide when to migrate from one release to the next with a 10-year support lifecycle and access to extra release streams. You'll maintain the security and stability of your applications environment from the JVM on up.

Our global engineers go beyond the support help desk, offering fast issue resolution and 24-hour support options for your production Payara Server environment, while also giving customers priority on bug fixes and new features requests.

Payara Enterprise customers enjoy a choice of 10x5 or 24x7 support, unlimited tickets, access to a private customer knowledge base and use of fully-supported builds of OpenJDK through our partnership with Azul.

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