



Rakuten Card Overcome a Myriad of Problems by Investing in Commercial Support for Payara Server

Rakuten Card encountered many bugs and errors with their previous application server that caused reliability and stability issues. They were unable to solve these issues with their current support provider. After migrating to Payara Server they found the solution more regularly updated and much more reliable, achieving 99.9999% availability. The Payara Support Services were prompt and resolved queries effectively.

Challenges

Rakuten faced reliability difficulties as their previous application server had many pending CVE bugs, memory leaks and sporadic errors without proper explanation in stack trace. The expensive commercial support offered was unable to meet their needs as it took days to months to find an answer that addressed their problem.

The patches released to fix the past CVE issues then introduced new, worsened security holes when used on customer facing end (remote calls).

How Payara Server with Support Helped Rakuten

Rakuten had a positive past experience with GlassFish but were concerned about the lack of commercial support. They found Payara Server and Payara Support Services solved this issue as well as providing: periodic patches, security improvements and a well-known engineer-specialised team within the Java EE community.

Rakuten found the Maven repository, Nexus Portal, easy to use, receiving customer-only patched builds and hot fixes for the Payara Platform, and were able to download all the required installation files in one click. Responses from the Payara Support Team were quick and they could communicate in Japanese – which was an important aspect for Rakuten.

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

About Rakuten Card

Established as its own credit card brand in 2005, Rakuten Card Co., Ltd. is a Japanese credit card company formerly known as Rakuten Credit, Inc. It is the No 1 Credit card issuer in Japan and the No 1 credit card company in customer satisfaction. It aims to achieve up to US\$72 billion in annual card shopping turnover from 20 million credit card members by 2020.

Industry: Financial, Banking Services

Location: Tokyo, Japan

Services: Payara Server and Support Services

Technologies: Payara Server, Java EE/Jakarta EE





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Results

As of the writing of this article, Rakuten have been using Payara Server in production for six months and have not faced any issues compared to the previous provider where they faced an issue at least once a month.

They have not had a single service stop since migrating, which used to be a regular occurrence.

As Rakuten had purchased commercial support from Payara, they had direct access to the support engineer team. Their previous provider had an intermediate layer of query management which often led to delays and misunderstandings. Having a support team which also could communicate in Japanese made for much faster and easier resolutions.

Rakuten found that Payara Server has:

- Reduced resource footprint
- Faster deployment
- Better performance
- Easily scalable architecture
- Great reliability
- Easy integration with Docker and cloud servers
- Helped them achieve 99.9999% availability
- Minimised business impact with no application server issues

Through code samples and demos, the Rakuten team were able to improve their knowledge on best practises for usage and implementation.

They found that the supportive customer relation team facilitated the contract process and made the on-boarding process a lot easier.

IT Encouragement Award

In February 2019, Rakuten Card received the IT Encouragement Award from the Japan Institute of Information Technology for delivering 'Highly available financial services using open source application server and global collaboration with Payara'.

Since 1983, the annual Information Technology Awards by the Japan Institute of Information Technology had been awarded to the Japanese companies that made an amazing achievement for their business using information technology. [See here](#) to find out more about the award.

**Payara Server with Support Services:
99.999% Availability**