



Payara Enterprise Saves DPD from Hiring Extra Support Employees While Offering 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 with the 10x5 support option, 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 with 10x5 Support

DPD migrated to Payara Server Enterprise, 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.

Same Day Support Response with Quick Resolution

“Using Payara Enterprise 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 Enterprise and the included support. Monthly patches are very helpful, having the option to update is helpful in case of critical issues. It’s stable and NO problems.”



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, online track and trace, Predict™, DPD Parcel Wizard™ and DPD Ireland App.

Industry: Parcel Delivery Services

Location:

- 34 Depots Throughout Ireland

Software & Services:

- Payara Server Enterprise (with 10x5 support option)
- Web APIs
- Java EE/Jakarta EE

Payara Server Enterprise:

- No Need to Hire Additional Support Staff

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

Relying on Payara Enterprise 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.



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-fullysupported builds of OpenJDK



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