



# Payara Server Enterprise Allows Hermes to Move Their Business-Critical Applications to the Cloud with 30% Faster Performance and Reduced Costs

Hermes used IBM WebSphere to operate its business-critical Hermes Advanced application to scan packages during the delivery process. When they discovered WebSphere licensing makes moving to the cloud too expensive, they started looking for other application servers and migrated to GlassFish. Later, they realized they needed commercial support and migrated from GlassFish to Payara Server Enterprise 4 using the Migration & Project Support option and into a production environment with Payara Enterprise 24x7 support 100 days earlier than planned.

## Challenges

Hermes needed to operate their proprietary application, Hermes Advanced, in the cloud and in a stable environment, but their licensing agreement with WebSphere ruled out that option. They first migrated to GlassFish but needed support for the application server. As Hermes mother company, Otto runs their apps on Payara Server Enterprise 4 with great results; they decided to migrate from GlassFish to Payara Server 4.

“Payara is different from WebSphere in that Websphere is an all-in-one package that costs a lot of money and takes care of some things for the customer that Payara doesn’t. So, Payara users have to take care of some things that you don’t have to with WebSphere - but as a result, you have more insight into what is going on. It was a learning process at first, but the included Migration & Project Support was very helpful in overcoming these learning challenges,” said Thomas Paulsen, Project Coordinator.

## Solution: Payara Enterprise with Migration & Project Support During Migration and Payara Enterprise with 24x7 support in Production Environment

During the migration, Hermes discovered that some of the features included with WebSphere that just automatically worked for them would require slightly more input from their development team to work on the Payara Platform. They enlisted Payara Enterprise with the Migration & Project Support option and found the migration process painless, and found they preferred having more insight into the configuration of Payara Server versus having less visibility of how things worked when using WebSphere. They were also looking for improved monitoring metrics and requested and received a new feature to monitor their application server with Prometheus. Hermes migrated to Payara Server 4 and went into production 100 days earlier than planned with Migration & Project Support assistance and has transitioned to using Payara Enterprise with 24x7 support for their production environment.



### About Hermes

In operation for over 40 years, Hermes is the largest German Post-independent logistics company in Germany, operating across the retail value chain providing global logistical services for businesses and consumers. Over 15,500 employees work together to deliver a comprehensive, full-service portfolio from sourcing, product testing and quality assurance, sea and air transport logistics, warehousing and fulfillment services, to the development and operation of online shops.

**Industry:** Logistics

**Location:** Worldwide

### Software & Services:

- Payara Server Enterprise 4 (with Migration & Project Support)
- Oracle Database
- Hermes Advanced
- T-System Open Telecom Cloud



## Results: 30% Faster Performance and Reduced Expenses in the Cloud

Due to migrating to Payara Server 4 and moving their operations into the German T-Systems pen Telecom Cloud, Hermes reports a 30% increase in performance speed, fewer problems overall, and a significant reduction of operating costs.

Hermes also finds the Payara Platform user interface for admin GUI much easier to use than WebSphere. They are looking forward to using Payara Server 5 admin GUI's new features when they upgrade from Payara Server 4 to Payara Server 5 later this year.



### 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



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