



Zellis Obtains Payara Enterprise Support, Provides 24/7 Availability of Payroll and HR Software to Customers

Zellis had been using Payara Server as a platform for their payroll and HR solutions without a support contract. They experienced intermittent database locks across the services provided to their customers, preventing the customers from using their services. They needed to improve availability of their delivery of customer services. Using Payara® Enterprise Unlimited 10x5 Support, Zellis achieved 24/7 availability of their services.

Challenges

Zellis' in-house IT teams work together to create, test, and manage applications for customers. Eventually, technical issues exceeded the skillset and knowledge of the in-house team, and their time for training team members was limited. They couldn't pinpoint where the root causes of issues were, and their customers were unable to access the HR and payroll services. Before obtaining a Payara Enterprise Support contract, Zellis reached out for help through the Payara community. Even before becoming a support customer, Zellis received assistance from the support team, analyzing logs on the Payara side to pinpoint where the problems were. Zellis needed experts of the Payara Platform environment for further troubleshooting and issue resolution to ensure availability of their services to customers.

Solution: Payara Enterprise Unlimited 10x5 Support

Zellis' HR and payroll software were first developed on GlassFish. When Glassfish no longer met their needs, they migrated to Payara Server, an open source application server originally developed as a fork and drop-in replacement for GlassFish Server Open Source Edition. Payara® Accelerator consultancy services helped with the migration from GlassFish to Payara Server. As their in-house team issue resolution time took too long and their use of Payara Server without support resulted in service outages to their customers, Zellis obtained a Payara Enterprise Unlimited 10x5 Support contract to increase availability of their services and speed up issue resolution time.

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

About Zellis

Previously known as NGA Human Resources UK and Ireland, Zellis is the leading payroll and HR software and service provider in the UK and Ireland. Zellis processes 830,000 payments per month and 60 million payslips per year (based on monthly payrolls). They offer a tailored managed services program that handles their customers' entire payroll and HR admin processes.

Industry: Payroll Services

Location: 10 offices across the UK, Ireland, and India

Services: Payara Server and Payara Enterprise Support (Unlimited 10x5)

Technologies: Payara Server, Java EE/Jakarta EE





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Same Day Support Response with Resolutions in Hours, Not Days

“The support team is very efficient in lending a hand,” said Ed Roast, Technical Service Desk manager at Zellis. **“Even when the cause is unknown and may not be Payara related, they will help review logs and work alongside us in our investigations. There is never any ‘it’s not us’ mentality, they work with us to find a solution.”**

After becoming a Payara Enterprise Support customer, Zellis had access to support provided directly from Payara Engineers for faster resolution times of issues. Zellis experiences same-day-responses to their support requests, often within one to two hours. Support issue resolution as a result of having Payara Enterprise Support has decreased from several days to a matter of hours. Payara Engineers often continue working beyond regular office hours to provide responses to Zellis to allow the team to continue their investigations first thing the following morning.

Results: Offer 24/7 Availability of HR and Payroll Software, Faster Issue Response

Relying on Payara Enterprise Support enables Zellis to provide 24/7 availability of their HR and payroll software to customers. Their customer experience is drastically improved, while issue resolution for Zellis’ in-house team is no longer frustrating or consuming time that is better spent focused directly on their business activities.

The Zellis team finds the quick response and resolution times, friendly, helpful staff, and desktop screen sharing all contribute to a quality support solution that keeps their systems running with 100% availability.

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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.

Payara Server with Support Services:

**24/7
Availability**

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