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

**Hermes had been using IBM WebSphere to operate their business-critical Hermes Advanced application used in the scanning of 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 4 using Payara Migration & Project Support services and into a production environment with Payara Enterprise 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, is running their apps on Payara Server 4 with great results, they decided to migrate from GlassFish to Payara Server 4.

"Payara is different than 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 Migration & Project Support was very helpful in overcoming these learning challenges," said Thomas Paulsen, Project Coordinator.

## Solution: Migration & Project Support and Payara Enterprise 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 the services of Payara Migration & Project Support and found the migration process painless, and found they preferred having more insight into the

## 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 4, Migration & Project Support, and Payara Enterprise Support

**Technologies:** Payara Server 4, Oracle Database, Hermes Advanced, T-Systems Open Telecom Cloud

**Payara Server with Support Services:** Improved Performance and Reduced Costs

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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 support for their production environment.

## 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, and are looking forward to using the new features of Payara Server 5 admin GUI when they upgrade from Payara Server 4 to Payara Server 5 later this year.

## About Payara Migration & Project Support

Payara Support engineers assist customers with Payara Server or Payara Micro during development projects before going to production or provide assistance with the application server migration process.

Migration & Project Support is offered through a flat fee per year regardless of the size of your environment and supports an unlimited number of units in development. Payara Platform experts accelerate your project delivery while reducing risks and costs.

A Migration & Project Support subscription provides unlimited tickets to get all of your questions answered, access to a private customer knowledge base and exclusive access to crucial fixes and patches. Customers moving to production in less than 12 months receive a discount on Payara Enterprise production support services.

**Payara Server with Support Services:**

# 99.999%
**Availability**

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