Rakuten Card Overcome a Myriad of Problems with Payara Server Enterprise

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 Enterprise, they found the solution more regularly updated and much more reliable, achieving 99.9999% availability. Support services included with Payara Enterprise 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 a 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).

Solution: How Payara Server Helped Rakuten

Rakuten had a positive experience with GlassFish but was concerned about the lack of commercial support. They found Payara Server Enterprise solved this issue and provided periodic patches, security improvements, and a well-known engineer-specialised team within the Jakarta EE (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 was 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.

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 number one credit card issuer in Japan and the number one credit card company in customer satisfaction. It aims achieve up to US$72 billion in annual card shopping turnover from 20 million credit card members by 2020.

Industry:

- Financial
- Banking Service

Location: Tokyo, Japan

Software & Services:

- Payara Server Enterprise
- Java EE/Jakarta EE

Results

Payara Server Enterprise: 99.999% Availability

As of the writing of this article, After six months of Rakuten using Payara Server in production, they still have not faced any issues compared to their previous provider with whom 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 Payara Server Enterprise, they had direct access to the support engineer team included in their subscription. Their previous provider had an intermediate layer of query management, which often led to delays and misunderstandings. Having a support team that also could communicate in Japanese made for much faster and easier resolutions.

Rakuten found that Payara Server Enterprise 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 improved their knowledge on best practises for usage and implementation.

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

Rakuten Card

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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