

iTAC Software AG Choose Open Source and Make a Switch to Payara Server

iTAC Software is happy with the level of commercial support Payara has provided to our company since 2015. All tickets raised were quickly resolved, we are certainly pleased with the Payara Engineering Team reaction time.

Frank Meilinger, iTAC Software

Challenges

iTAC started using Oracle GlassFish 2.1 in 2008. In time, the company started experiencing problems in some areas of the application server (e.g., security updates), with customers of iTAC requesting fixes. Unfortunately, the fixes were not available in GlassFish Open Source Edition. Considering the critical nature of iTAC's product, the company decided to address the increasing risks.

Migrating to Oracle Glassfish 4.x meant that iTAC would be losing the commercial support options since Oracle decided to discontinue their support starting with that version. That's when the company decided to switch – since January 2016, iTAC is running its iTAC.MES.Suite in production on Payara Server.

Solution

iTAC was keen to use an open source application server; however, they also needed an option to use professional support - this was no longer available from Oracle. When reviewing other application servers and comparing them to Payara Server Enterprise, iTAC saw a huge gap in terms of other products' compatibility between their open source and commercially supported versions, which was not the case for Payara Server Enterprise.

As long-term GlassFish users, iTAC appreciated the many similarities between Payara Server and GlassFish, making the migration process more straightforward. On top of that, iTAC was very satisfied with Payara Engineers' high-level of Java EE expertise.

Many of iTAC's customers use the iTAC.MES.Suite, which is running on Payara Server Enterprise in high volume production environments. To satisfy compliance requirements, often mandated by OEMs, production equipment is typically tightly integrated into the MES infrastructure. As a result, the complete MES infrastructure must guarantee high availability, robustness, and high performance. iTAC's SLAs guarantee 2-hour reaction time in case of a software issue; those requirements can be achieved now that Payara Enterprise is in place.



About iTAC Software AG

iTAC Software AG, an independent company of the mechanical and plant engineering group Dürr, provides Internet-enabled information and communication technologies for the manufacturing industry. Founded in 1998, the company is one of the leading Manufacturing Execution System (MES) providers in Germany. The iTAC.MES.Suite is a cloud-based Manufacturing Execution System that is used worldwide by companies in different industry sectors, such as automotive manufacturing and supply, electronics, EMS, telecommunications, medical technology, metal processing, and energy. Additional services and solutions like the iTAC.IoT.Platform for the implementation of the requirements of Industry 4.0 round off the portfolio. iTAC's philosophy is connecting people, data and systems.

Industry: Computer Software

Location: Montabaur, Germany

Software & Services:

- Payara Server Enterprise
- Java EE
- GlassFish

Results

With Payara Enterprise, iTAC can now offer the application server to its customers under the name iTAC.AppServer. The great advantage for iTAC's customers is that they no longer have to buy support for their application server from a separate provider. Instead, they can simply call iTAC support regardless of the root cause of a failure. All application server-related issues are then transferred to and resolved by the Payara's engineers through iTAC's Payara Enterprise contract.

iTAC must have all its customers under the same level of support and this can now be achieved with Payara Enterprise.

The key benefits of using Payara Enterprise for iTAC are:

- Swift reaction time for support tickets raised
- All issues resolved quickly and smoothly
- The Customer Hub support portal is easy to use
- iTAC is confident that they can get a quick resolution for potential bugs and issues in their production environment from support included with Payara Enterprise



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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