Customer Case Study – Technology

GitLab accelerates cloud native developer workflows

By leveraging Kubernetes and managed services for Google Cloud, GitLab helped to lower the barrier of adoption for customers looking to architect scalable cloud native applications.

Our customer

As the largest fully remote company in the world, GitLab offers a single application for the entire DevOps lifecycle, from project planning and source code management to CI/CD and monitoring.

The obstacles they faced

GitLab needed to simplify DevOps integration for its customers while providing a hybrid-ready, scalable solution backed by 24x7x365 support.

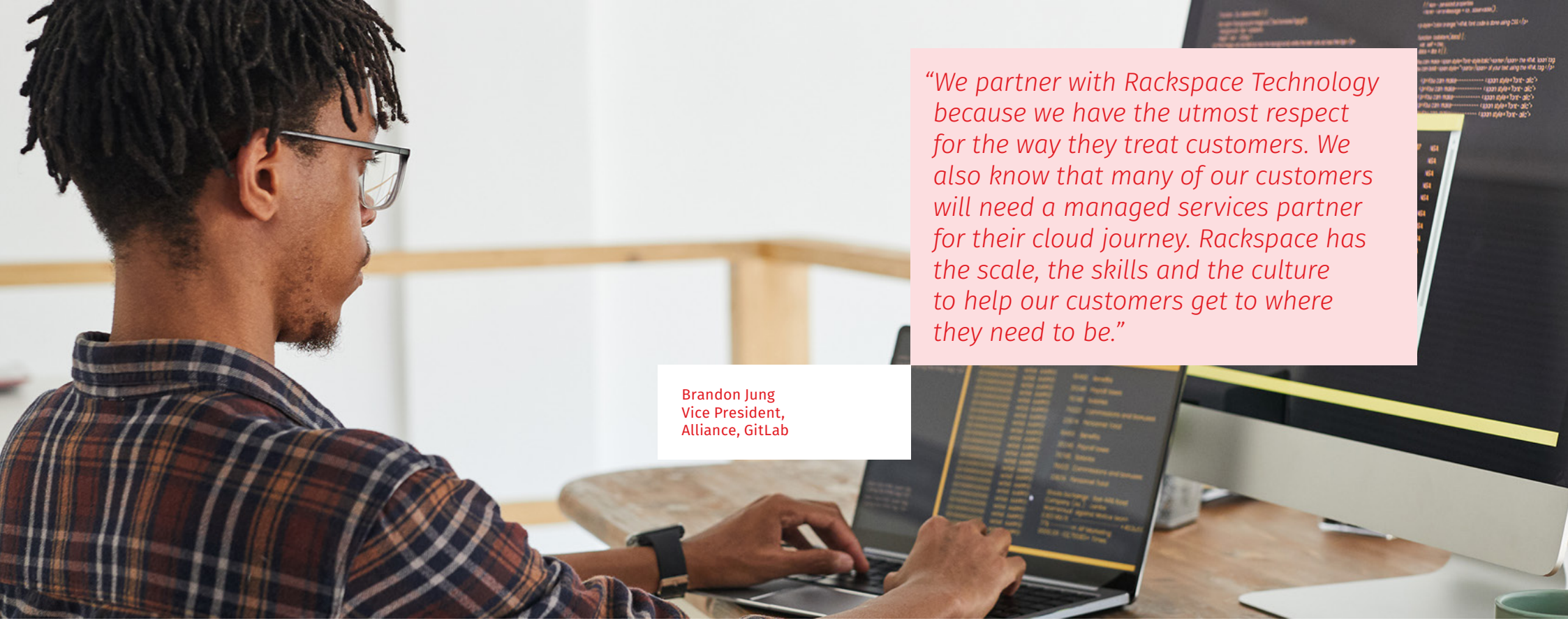
How we helped

Business/IT Transformation; Managed Public Cloud — Google Cloud Platform: Anthos, BigQuery, Cloud Functions, Cloud Pub/Sub, Cloud Storage, Compute Engine, Kubernetes Engine and G Suite; Rackspace Service Blocks — Platform Essentials

What we achieved together

Using a multicloud platform based on Kubernetes with managed services from Rackspace, GitLab customers across 50 countries are able to seamlessly build, modernize and deploy applications faster than ever before.

GitLab



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Brandon Jung
Vice President,
Alliance, GitLab

A complete DevOps platform

Most companies today are software companies, leveraging their data to create apps that enhance the customer experience. Integrating software development with IT operations (DevOps) can enable companies to move faster and release high-quality software more often. However, DevOps can be complex, especially if development and operations teams are using disparate applications.

More than 100,000 organizations around the globe turn to GitLab, a single application spanning the entire DevOps lifecycle. By enabling concurrent DevOps, GitLab allows customers to plan, build, test and ship their best software faster.

GitLab offers its users two deployment choices: a software-as-a-service offering hosted by GitLab called GitLab.com, or a self-managed instance that can be deployed on-premises, in the public cloud or almost anywhere. GitLab sought partners that could provide superior hosting, service and support to provide a better hosted option. The company decided to move its hosted GitLab.com service from Azure® to Google Cloud™ enabled by Intel 2nd gen Xeon Scalable Processors, opting for always-on support and service from Rackspace Technology, a managed services partner for Google Cloud.

"We partner with Rackspace Technology because we have the utmost respect for the way they treat customers," says Brandon Jung, Vice President Alliances at GitLab. "We also know that many of our customers will need a managed services partner for their cloud journey. Rackspace Technology has the scale, the skills and the culture to help our customers get to where they need to be."

Three essentials for digital transformation

Since GitLab moved its GitLab.com service to Google Cloud, performance has improved, security is enhanced and availability increased from 99.61% to 99.95%. To make it easy for self-managed users to set up Kubernetes for GitLab in the public cloud, GitLab announced native integration with Kubernetes Engine, giving users a simple way to deploy applications on Google Cloud with just a few clicks.

"Kubernetes is a big deal to developers, and Google Cloud gives us a really good underlying infrastructure and a consistent

platform to deploy to," says Jung. "Without Kubernetes Engine, shipping and securing code would be a much more difficult process than it is today."

GitLab and Google Cloud are aiming to lower the barrier of adoption for customers looking to architect scalable, cloud native solutions. With this goal in mind, GitLab is also giving customers an easy-to-use front end to Anthos, a hybrid and multi-cloud platform based on Kubernetes. Customers can now deploy workloads to Anthos using the same GitLab-based developer workflows they're already familiar with, helping them build and modernize applications even faster.

"Working with Google Cloud and Rackspace Technology lets us offer customers three essential capabilities for digital transformation," says Jung. "We help customers develop and quickly ship their software, Google Cloud makes sure that their code can run, scale, and stay available, and Rackspace Technology provides the support engine for the entire platform."

Connecting the world's largest all-remote company

GitLab is the largest fully remote company in the world, pioneering a new way of working that many other successful companies are now embracing. It carefully chooses technology partners that can help enable and empower GitLab's collaborative culture. To allow employees and contributors in 50 countries to collaborate and feel part of the same team, GitLab uses G Suite, relying on Docs to structure meetings, co-edit and share information and manage incidents.

"We're a global 24x7 company, and we work asynchronously using G Suite," says Tina Sturges, Manager of Partner and Channel Marketing at GitLab. "That's some of the beauty that we have, and it's a big part of why we're successful. We can have people in all these countries, across multiple time zones, and it all just works."

Rackspace Technology further fosters the all-remote team collaboration for GitLab, as it provides its services 24x7x365, anywhere in the world.

Managing the largest DevOps environments

Today, business success is inextricably linked to successful software development, which requires the ability to execute on a vision rapidly and reliably. Running GitLab instances on Google Cloud with Rackspace Managed Services gives companies a proven way to accelerate their development velocity at enterprise scale. No matter where a company is on its cloud journey, Rackspace Technology can help it scale on Google Cloud.

"Rackspace can help companies of any size accelerate their digital transformation, consolidate technical debt and realize more value from Google Cloud," says Brice Wilkinson, GitLab's account executive at Rackspace. "They won't be bottlenecked, because they have a partner like Rackspace Technology that's ready to help."

"Our GitLab.com instance is the largest GitLab instance in the world, and it runs seamlessly on Google Cloud," says Jung. "Rackspace Technology can help any customer build, ship and patch like we do, because they see it every day at scale. If they can do it for us, they can do it for you."

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About Rackspace Technology

Rackspace Technology is the multicloud solutions expert. We combine our expertise with the world's leading technologies — across applications, data and security — to deliver end-to-end solutions. We have a proven record of advising customers based on their business challenges, designing solutions that scale, building and managing those solutions, and optimizing returns into the future.

As a global, multicloud technology services pioneer, we deliver innovative capabilities of the cloud to help customers build new revenue streams, increase efficiency and create incredible experiences. Named a best place to work, year after year according to Fortune, Forbes, and Glassdoor, we attract and develop world-class talent to deliver the best expertise to our customers. Everything we do is wrapped in our obsession with our customers' success — our Fanatical Experience™ — so they can work faster, smarter and stay ahead of what's next.

Learn more at **www.rackspace.com** or call **1-800-961-2888**.

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