



rackspace

Customer Case Study –ReviewPro

ReviewPro picks the right database to focus on development

The world leader in guest-intelligence solutions helps over 55,000 hospitality clients in 150 countries create a guest-centric culture within their organizations.

Our customer

ReviewPro is a global leader in Guest Intelligence solutions for the hospitality industry. Their cloud-based solutions give clients deeper insights by providing actionable data to increase guest satisfaction and increase revenue for their customers.

The obstacles they faced

Building a platform and features that scale to over 55,000 hotels around the world and millions of users, making sure that it's fast, reliable and exceeds customer expectations.

How we helped

Database Solutions; ObjectRocket for MongoDB®, ObjectRocket for Elasticsearch®

What we achieved together

ReviewPro utilizes over 10TB of data on the ObjectRocket platform, freeing up their development teams to focus on adding valuable features for its hospitality clients around the world.

ReviewPro



“We have quite a few developers with pretty advanced database skills, especially in Elasticsearch. But it really wasn’t what they wanted to do. We prefer to focus on our products.”

Aleksei Udachny
CTO, ReviewPro

Data-driven success

In order to provide detailed insight that leaders in the hospitality industry need, ReviewPro must gather superior data in a way that lends itself to performing advanced analytics.

To accomplish this, the ReviewPro team has always relied on modern NoSQL database technologies. ReviewPro’s overall database architecture has changed over the years, but its ability to scale and optimize its data layer with a rapidly growing user base has been key to continued technical success.

Focusing on the product –instead of managing servers

Before they were an ObjectRocket customer, ReviewPro was already using a few modern NoSQL solutions, including Elasticsearch, MongoDB, Hadoop and Cassandra. “For each task, we chose the right tool for our use case and it worked quite well,” recalls Aleksei Udachny, CTO at ReviewPro.

Early on, the team took care of hosting and managing all of the databases themselves. “For a relatively small team like ours, it would be overkill to have a DBA for each of

those tools,” says Udachny. It may not have been perfectly optimized, but everything was working. When they noticed something slowing down, the development and DevOps teams would work together to figure out how to fix the issues as they came up.

The ReviewPro team learned about ObjectRocket through its relationship with Rackspace. “We worked with Rackspace for a long time and they mentioned on a call that ObjectRocket managed some of the databases we used,” Udachny said.

Udachny set up a call with ObjectRocket to talk about the service offering and was excited about the prospect of shifting his

team’s focus from database challenges to working on their own product.

“We have quite a few developers with pretty advanced database skills, especially in Elasticsearch,” Udachny said. “They had to learn how to set it up, how to write queries and how to optimize it. But it wasn’t really what they wanted to do. We all prefer to focus on our products.”

Migrating to ObjectRocket

ReviewPro wanted to start the migration process slowly. Step-by-step, starting with smaller instances, they began migrating their data with ObjectRocket's help.

"The ObjectRocket team was awesome," said Udachny. "First, we were able to present all of the requirements and talk about the challenges we had. We even got a direct messaging channel [Slack], which was really helpful."

When they saw it was working, ReviewPro gradually upgraded its Elastic and Mongo instances to newer versions. In 2018, ReviewPro moved its largest Elasticsearch cluster to ObjectRocket. This was the most complicated phase of the migration.

"At first, we didn't reach the same kind of performance we had because we did a lot of fine tuning while we were hosting it ourselves," Udachny said. "After a few iterations, working with ObjectRocket's Elasticsearch and Hadoop DBAs, they got the results they needed. We got to the point where our new Elastic cluster performed even faster than the legacy one."

Now the ReviewPro team can focus more on development instead of scaling and managing their Elasticsearch data.

The ObjectRocket difference

Some benefits are not easy to calculate. For example, Udachny says "focusing our development team and security are things that are critical, but not so easily measurable on an invoice." ReviewPro appreciates that the service is within its budget and that it gets all these extra performance features.



"Unless you have really good DBA experts in a large enterprise, I really discourage small development teams from getting into the dirty details of managing these databases themselves."

Aleksei Udachny
CTO, ReviewPro

The first thing that the ReviewPro team noticed after it began working with ObjectRocket was the benefit they got from upgrading their clusters to the latest versions. Getting these updates allowed the team to use more features and eliminate bugs.

The second thing they noticed was the confidence they gained with their data layer. “We know that we’ll be able to scale automatically and not worry. Udachny said. “We are now ahead of the trend and can scale proactively.”

When asked for three words to describe his experience working with ObjectRocket, Udachny chose: expertise, reliability and performance. “Every person I’ve worked with at ObjectRocket is a world class expert,” he said. In addition to expertise, Udachny also appreciates the security ObjectRocket has in place. “By default, all of the instances come with SSL connections and they have good security practices.”

Advice for other companies

For the companies that want to focus on building their products, Udachny definitely recommends going with a database-as-a-service solution. He explains, “Unless you have really good DBA experts in a large enterprise, I really discourage small development teams from getting into the dirty details of managing these databases themselves. For the databases they support, ObjectRocket is definitely a good option.”

About Rackspace

At Rackspace, we accelerate the value of the cloud during every phase of digital transformation. By managing apps, data, security and multiple clouds, we are the best choice to help customers get to the cloud, innovate with new technologies and maximize their IT investments. As a recognized Gartner Magic Quadrant leader, we are uniquely positioned to close the gap between the complex reality of today and the promise of tomorrow. Passionate about customer success, we provide unbiased expertise, based on proven results, across all the leading technologies. And across every interaction worldwide, we deliver Fanatical Experience™. Rackspace has been honored by Fortune, Forbes, Glassdoor and others as one of the best places to work.

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

This case study is for your informational purposes only. RACKSPACE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS CASE STUDY. All customer examples and the information and results illustrated here are based upon the customer’s experiences with the referenced Rackspace services and are not necessarily indicative of the future performance of Rackspace services. Rackspace detailed services descriptions and legal commitments are stated in its services agreements. Rackspace services’ features and benefits depend on system configuration and may require enabled hardware, software or additional service activation. Actual cost of specific hosted environment and performance characteristics will vary depending on individual customer configurations and use case.

Copyright © 2020 Rackspace :: Rackspace®, Fanatical Support®, Fanatical Experience™ and other Rackspace marks are either registered service marks or service marks of Rackspace US, Inc. in the United States and other countries. All other trademarks, service marks, images, products and brands remain the sole property of their respective holders and do not imply endorsement or sponsorship

January 29, 2020 / Rackspace-Case-Study-TSK-385-DTR-TSK-385