



Accelerating Strategic Transformation for a Global Technology Leader



Client Background

Our client, a global technology leader specializing in both software and hardware, manages a vast ecosystem with a platform that supports approximately 10,000 applications used by over 1,000 internal users.

To stay competitive, they embarked on a strategic objective to transition to a next-generation CI/CD platform, modernizing from Mesos to a containerized resource management solution.

Challenge

The existing platform, a heavily customized Heroku fork, required extensive support and maintenance that monopolized the client's SRE and DevOps teams, delaying the rollout of the new CI/CD platform. This not only slowed their strategic objectives but risked impacting productivity for thousands of internal users.

To get their development timeline back on track, the client chose OpsWerks to maintain the current system and support a seamless migration to the new platform.

OpsWerks' Solution

OpsWerks assumed full operational control of the legacy platform, freeing the client's teams to focus on their next-gen CI/CD transition.

By deploying engineers skilled in both platform and application development, OpsWerks resolved user-specific issues and tailored deployment processes to ensure stability and a smooth developer experience.



Scope of Work

OpsWerks managed all daily user support, platform maintenance, database upkeep, and custom script updates for diverse application languages. By taking ownership of the legacy CI/CD infrastructure, OpsWerks reduced the client's maintenance workload and kept the platform fully functional, secure, and compliant.

The OpsWerks Advantage

With a train-once approach, the OpsWerks team scaled seamlessly, eliminating risk from turnover, absences, or re-onboarding during the migration.

Unlike vendors who simply manage workloads, OpsWerks partnered to achieve the client's strategic outcomes.

This enabled the internal SRE and DevOps teams to focus on modernizing the platform ahead of schedule without compromising performance or delaying developer productivity.

Results

OpsWerks' support enabled the client to fast-track their new CI/CD platform, achieving General Availability (GA) 24 months earlier than projected. During this transition:

User satisfaction increased as our team provided reliable support for the existing solution.



The legacy infrastructure was brought back to security compliance and kept there consistently.



Platform outages decreased by 10x, achieving a 99% uptime.



Technical debt was halved within the first six months of our engagement.



Client Testimonial



Thanks to OpsWerks, we were able to accelerate our platform transformation and deliver results 24 months ahead of schedule.

We're incredibly grateful for their partnership throughout this journey.

- Engineering Director

Client asked to remain unnamed due to disclosure policy.



Facing Similar Challenges?

Contact our Partner Success Team at partnerwithus@opswerks.com to learn how we can help.

Contact us

About OpsWerks

OpsWerks is a trusted partner to one of the world's leading tech giants, helping platform and infrastructure engineering teams operate at scale.

We streamline hybrid cloud operations, execute complex migrations without downtime, and enable developers to quickly build and deploy global apps used by millions.

From managing CI/CD ecosystems and building orchestration tools to 24/7 support for business-critical systems, for over a decade we've kept developers focused on building.

