



Keeping millions connected — how OpsWerks stepped up to support a Fortune 500 giant's flagship app and keep innovation moving forward.

Client Background

Our client, a Fortune 500 hardware and software leader, launched a major application accessed daily by millions of end users.

With high stakes for reliability and availability, the client's internal teams quickly found themselves stretched thin, needing more resources to support the application's vast infrastructure.

Challenge

The rapid scale and success of the application demanded constant infrastructure support across QA, staging, and production environments, as well as monitoring, incident resolution, and ongoing development. The client's team couldn't focus on building new features and enhancements due to the demands of managing the application's extensive back end, C/CD pipelines, and complex networking environment.

To meet the application's ultra-high availability requirements, the client chose OpsWerks to provide robust infrastructure support without impacting user experience or internal deadlines.

OpsWerks' Solution

OpsWerks brought in a dedicated team with expertise across multiple disciplines to cover all aspects of the application's infrastructure, deployment, and support needs.



Scope of Work

OpsWerks assumed key responsibilities:

- Provided support for the client's development and QA staging environments, as well as the production infrastructure.
- Implemented monitoring and rapid incident resolution processes to maintain high availability.
- Managed rolling upgrades, deployment protocols, and ensured dependencies remained secure and up to date.

The OpsWerks Advantage

OpsWerks brought in a fully accountable, team-based model that trained once and scaled effortlessly, avoiding the need for retraining due to turnover, absence, or rotation.

real objective: maintaining infrastructure reliability for millions of daily users which enabled internal teams to accelerate new feature development.

In contrast to vendors that measure success by ticket volume, OpsWerks aligned to the client's

Results

OpsWerks' support brought immediate improvements in infrastructure reliability, SLA adherence, and reduced downtime. Within the first six months:

OpsWerks reduced critical errors and significantly improved overall stability.



Technical debt dropped dramatically and has since been maintained at an impressively low level.



The client experienced relief from the high demands of infrastructure management, allowing them to refocus resources toward innovation and long-term development.



Client Testimonial



"Thank you for being a part of our very exciting public ramp and launch day. You're part of our journey. I don't even know what we would have done without you guys."

- Sr. Engineering Manager

Client asked to remain unnamed due to disclosure policy.



Facing Similar Challenges?

Contact our Partner Success Team at partnerwithus@opswerks.com to see 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.

