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How Workiz Increased Dev Velocity by Over 30% Using Komodor

WORKIZ

Company Size: 100+ employees

Industry: Software

Komodor Installation:
1 cluster, 146 services

About Workiz

Workiz helps field service teams grow by giving them a platform to scale their business with no extra work. With Workiz, small business owners can manage their pros, leads, jobs, workflows, and payments and deliver the highest quality service to their customers.

The Challenge

Being a fast growing company, maintaining reliability and uptime while continuously delivering new features, is crucial to Workiz' success in the competitive market of Service Management Software. As in many cases, going cloud-native was imperative and not optional.

However, Day 2 operations introduced a new set of challenges. Developers who lacked the K8s know-how were becoming increasingly unable to own their applications, as they had to defer to the DevOps team for even the most minute tasks. This resulted in a bottleneck that slowed down development velocity and hurt end-users.

The Problem

Workiz needed a solution that could help to quickly determine whether a service is healthy or not, whether a deployment failed, if there's an issue is it on the app or infra level? Their intial tooling wasn't providing those answers fast enough, and at any rate were uninteligible to developers.

With **Komodor** Workiz was able to:

64% Reduction in MTTR

~30 DevOps hours saved each week

~10% ROI

32% Increase in dev velocity

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Mark Davydov

Director of Development Operations, Workiz

"If our DevOps team spends too much time helping developers identify where things went wrong, we will use Komodor as it will save us hours and will give the DevOps team more time to implement solutions rather than troubleshoot issues in the cluster."

Moreover, Workiz faced a classic dilemma of enabling developers to roam free, versus restricting their access to maintain full control. Giving developers kubectl access was too risky, but consolidating everything K8s at the hands of the DevOps was a recipe for toil and friction.

The Solution

Workiz needed a solution that would provide historical and real-time data, enable immediate notifications of deployments, and allow developers to manually trigger applications running on Kubernetes. Additionally, they required a permission system that would enable them to create teams that could trigger specific jobs, and notifications regarding any issues with nodes or clusters.

Komodor's platform provided Workiz with a solution to these challenges. The platform's real-time data and notifications enabled developers to quickly identify the cause of issues and resolve them independently, without waiting for the DevOps to determine the cause. They were also finally able to know immediately whether their deployments failed, and why.

Komodor's RBAC settings allowed for different teams to take different actions directly from the platform - freeing up DevOps time while putting their minds at ease with a full audit trail and complete timeline of events. Notifications regarding issues with nodes or clusters proved to be useful for the infrastructure team as well to get a complete picture of their system, further enhancing Workiz' ability to manage their microservices effectively.

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