



GoldCenter Resolved Critical Application Errors While Maintaining Project Schedule with Custom Software Application

Challenge: GoldCenter, a startup e-learning company, needed to diagnose and resolve recurring problems with its technology application's deploy process. Despite numerous attempts to correct the problem, errors continued to delay the User Acceptance Testing (UAT) date.

To further complicate the problem, development could not be suspended during the diagnostic process — nor could the code and environment be locked down. A solution would need to be found without bringing the project to a halt.

Objectives: GoldCenter needed to be able to:

- Confirm diagnosis of the application's problem
- Stabilize the environment
- Develop an efficient, automated deploy process
- Back up each version of the code
- Lock down each environment

Solution: Innovative-e, Inc. created a Virtual Private Server (VPS) — or parallel version of the application — in order to diagnose the problem without interfering with the development process. After identifying an unstable server environment and an immature deploy process, Innovative-e, Inc. established three environments within the VPS — test, staging and production — and then migrated the application over from the previous hosting company. A deploy script was written to automate the deploy process and to ensure that the necessary files are backed up and restored and that permissions are appropriately set with each deploy. This new process forces a complete deploy and does not allow any partial deploys. Now, developers tweak and troubleshoot their applications in the development — instead of the test — environment, ensuring that the test, staging and production environments are as clean as possible.

Results: Deploys are now completed in 15 minutes as opposed to two hours previously. Recurring stability problems have been resolved and the UAT has proceeded as planned. New problems encountered can be easily troubleshooted and corrected as a result of the more controlled deploy process. In addition, the application can now easily be recovered in the event of a critical error.