

Instaclustr provides operational expertise to let NHN Techorus focus on their customers

Case Study




Overview

NHN Techorus is a Japanese company that provides IT infrastructure and managed services through the company's Datahotel division.

The company also has several data centers and has a range of cloud based services that includes 24/7 monitoring operational support for their customers.

NHN Techorus has identified that there is a rapidly growing number of customers looking to deploy applications and solutions using Apache Cassandra® as their data store. In early 2015 the Datahotel division commenced support for the technology.

- Technology: Apache Cassandra®
- Sector: Infrastructure
- Use case: Gaming

 ***Instaclustr provided the technical expertise required to help us troubleshoot technical issues associated with a Cassandra deployment for our customers. Instaclustr has a team of seasoned highly capable technical experts that were great to work with.*** 

Son Hirai
Director of Datahotel Division, NHN Techorus

Challenge

A large NHN Techorus customer in the online gaming industry had significant technical issues on their application caused by technical problems associated with their large Apache Cassandra® deployment. The company had over 30 nodes in a number of different clusters and the technical problems were causing problems with availability and latency.

The NHN Techorus support engineers had limited expertise when dealing with a Cassandra deployment that was experiencing significant technical difficulties. The support engineers required another layer of support to be able to provide detailed technical Cassandra expertise required to provide operational support and management for Cassandra deployments.

Solution

NHN Techorus reached out Instacluster to gain access to dedicated Apache Cassandra expertise to help with rectifying the technical issues that were plaguing their customer. The Instacluster technical team helped to identify the problems and recommend technical remediation, and also provided knowledge transfer for Cassandra operations.

Instacluster has been engaged by NHN Techorus on an annual agreement to provide additional technical expertise and support on an ongoing basis, providing another layer of assurance in supporting the company's support engineers for operational deployments.

About Instacluster

Instacluster delivers reliability at scale through our integrated data platform of open source technologies such as [Apache Cassandra®](#), [Apache Kafka®](#), [Apache Spark™](#) and [Elasticsearch](#).

Our expertise stems from delivering more than 25+ million node hours under management, allowing us to run the world's most powerful data technologies effortlessly.

We provide a range of managed, consulting and support services to help our customers develop and deploy solutions around open source technologies. Our integrated data platform, built on open source technologies, powers mission critical, highly available applications for our customers and help them achieve scalability, reliability and performance for their applications.

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