## Case Study




# Transitioning RaceBest.com to a Managed Service Model

## / RaceBest

RaceBest.com is a thriving online running entry platform that draws in a large and dedicated user base. It has become a go-to destination for athletes looking to participate in endurance events. With hassle-free race registration, secure payments, social sharing, it also has robust tools for event organisers. From managing multiple races in one centralised location to creating virtual events and race series, the platform provides organisers with the tools they need for successful event management and high volume entrants. It has flexible entry form design and collaboration capabilities to enable efficient coordination among organiser teams ensuring a smooth race execution process.

> " With NewRedo running our platform we could forget the technicalities and focus on the business "
>
> Martin Browne - Co-Founder

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## Project Introduction

Transitionioning RaceBest.com to a managed service model, addressing the challenges of high traffic, availability, and ongoing feature development. The solution included backup and disaster recovery provisions, proactive monitoring and support, scalability, and flexibility. Technologies such as robust backup systems, monitoring tools, and scalable infrastructure were employed. The collaboration with RaceBest.com resulted in a reliable and thriving platform, enabling seamless event management for organisers and an exceptional transaction throughput for the business.

## Project Challenge

The main technical challenges of the project included addressing the high traffic and traffic spikes experienced by RaceBest.com and maintaining high availability and reliability overall. The platform needed to handle increased user demand without compromising performance or transaction throughput. Additionally, the system required out-of-hours support and ongoing feature development to meet the evolving needs of runners and event organisers. From the perspective of ongoing feature development it was important to maintain continuity of codebase knowledge in the team.

## Project Solution

NewRedo provided a comprehensive solution for RaceBest.com by offering a managed software service model. This included implementing appropriate backup and disaster recovery provisions to ensure data integrity and minimise downtime. Proactive monitoring and support were put in place, ensuring the platform's availability and resolving any issues promptly. The solution also offered scalability and flexibility to accommodate traffic spikes and future growth. NewRedo's managed software service expertise allowed the RaceBest.com founders to focus on core business activities while benefiting from continuous improvement and ongoing feature development.

## Customer Value Proposition

The project delivered significant value to RaceBest.com. With NewRedo's managed software service, the platform achieved 24/7 availability, providing an uninterrupted experience for runners and event organisers. The system handled high traffic and traffic spikes efficiently, ensuring optimal performance during peak periods. The founders benefited from NewRedo's technical expertise and ongoing support, enabling them to focus on business growth and development. The continuous improvement approach ensured that RaceBest.com remained competitive, offering enhanced features and meeting the evolving needs of their customers.

## Project Skills

Automation, Cyber Security, Change Management, Delivery Management, Kubernetes, Jira, Agile Delivery Management, Amazon AWS, Business Analysis, Cloud Infrastructure, DevOps, Node.js, IT Service Management, Web Programming