



JUG @ ZH
SecuTix Testimonial

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SECUTIX SOLUTION BY ELCA

The **white-label omnichannel** solution for European **ticketing** professionals

Trusted by market leaders



- ✓ Theatre
- ✓ Sport
- ✓ Leisure Parks
- ✓ Museums
- ✓ Cities
- ✓ Fairs
- ✓ Transport

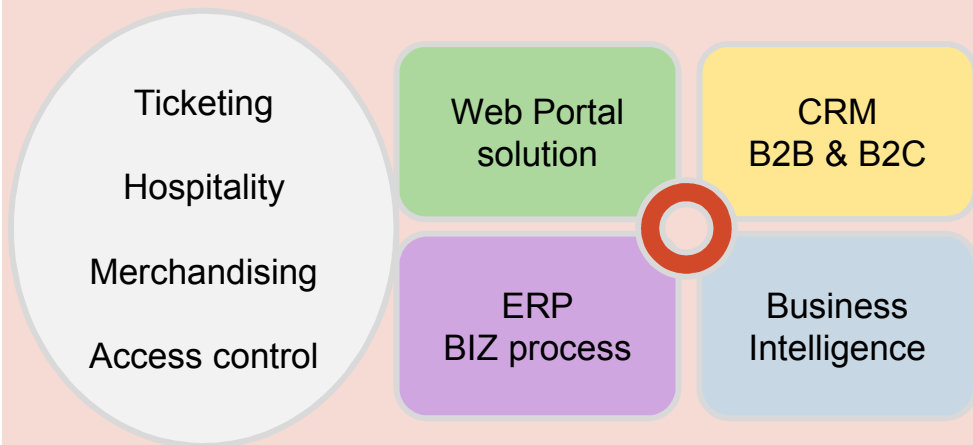
Cutting edge and cloud based solution

Unified Processes
 Mobile Community
 Portal Solution
 Digital Marketing
 Social Media

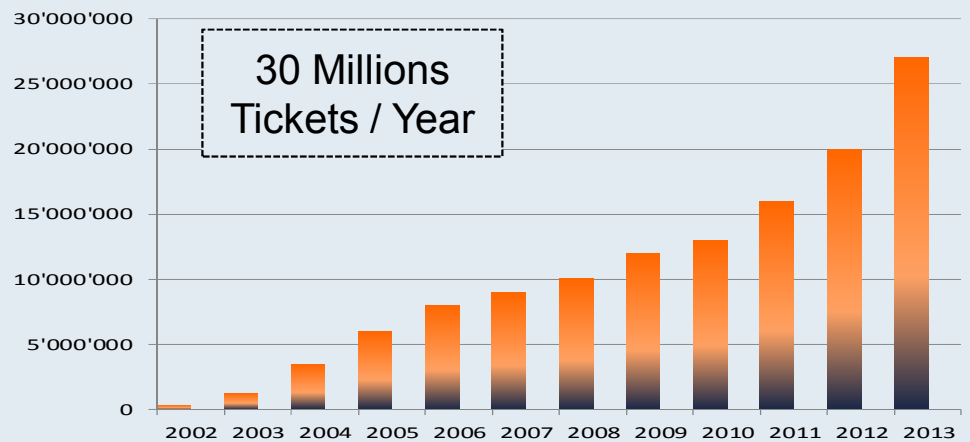
24/7
 Omnichannel
 Business Automation
 Cloud Based



Rich and fully integrated solution



Performances and experience



Collectivités CSDF - Test USERNAME

Sélection de places : RACING METRO 92 - STADE TOULOUSAIN 30/03/2013 - Dim 30.03.2014 15:00

Catégories + contin...

Sélection de places : RACING METRO 92 - STADE TOULOUSAIN 30/03/2013 - Dim 30.03.2014 15:00

Ss-cat.pub.

- Contact occasionnel
- Normal**
- AccDerby
- Fauteuil Roulant Derby
- PMR Derby
- TOTP
- RM92 SPECIAL
- Fauteuil roulant
- PMR

CAT. PLACE	CONTINGENT	CAT.PUB.	SS-CAT.PUB.	ZONE	SIÈGE	PRIX
Catégorie 1	Hors cont.	Contact occasionnel	Normal	Tribune inter OU...	X15-35-32	35,00
Catégorie 1	Hors cont.	Contact occasionnel	Normal	Tribune inter OU...	X15-35-31	35,00
Catégorie 1	Hors cont.	Contact occasionnel	Normal	Tribune inter OU...	X15-35-30	35,00

Qté : 3 - Total : 105,00 €

RÉINITIALISER

ABANDON OK

Total	50842
Places libres	45162
Places verrouillées	0
Places bloquées	2820
Places réservées	0
Places vendues	1724
Places invalides	1136
Vendues non contrôlées	-

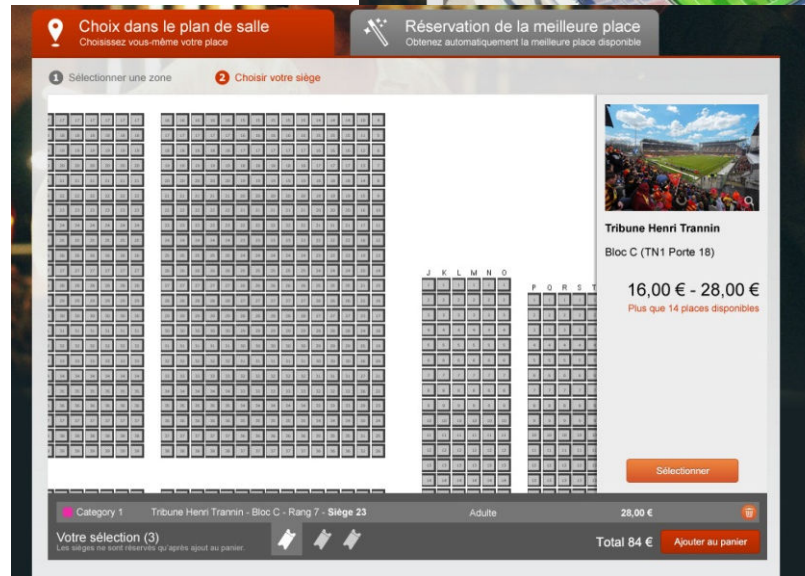
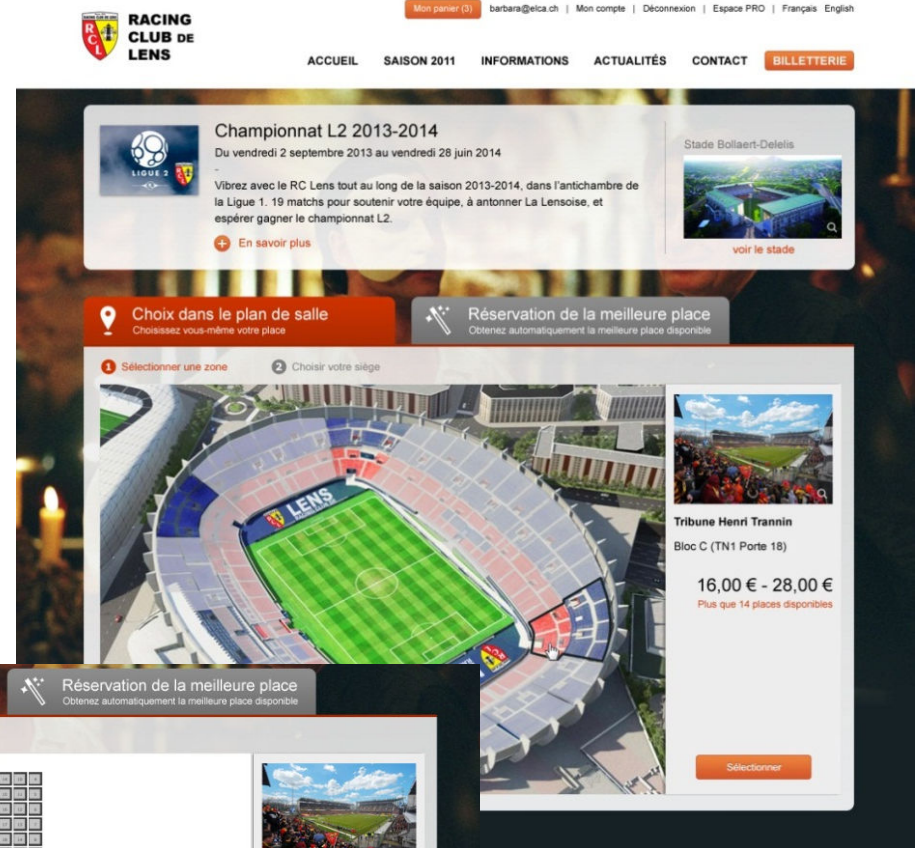
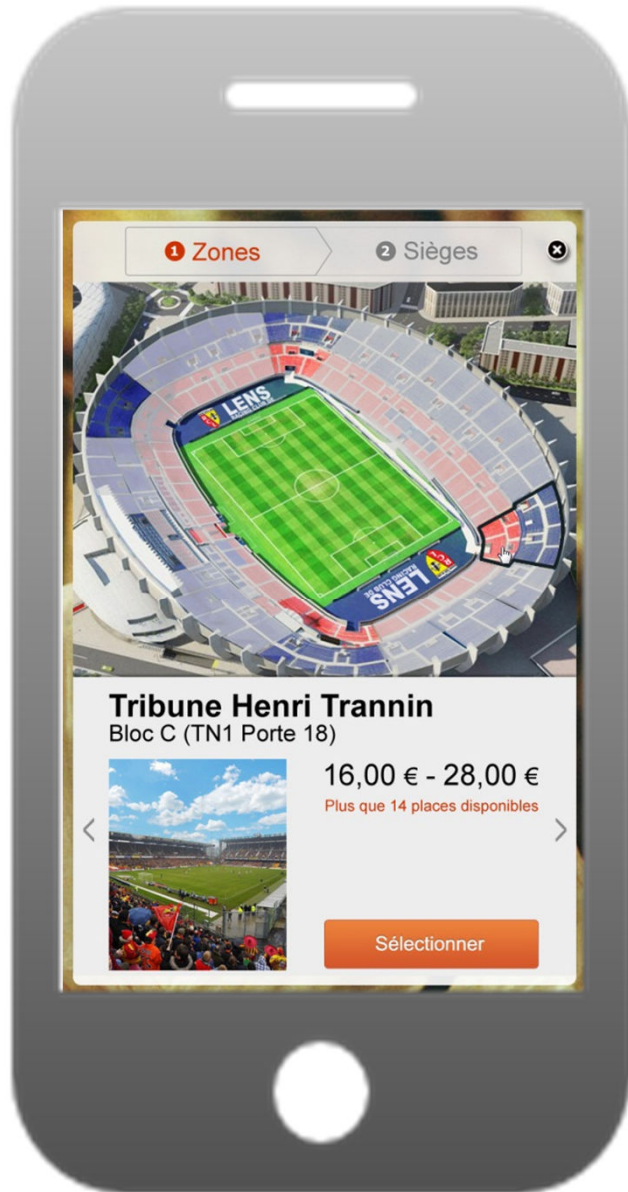
Appliquer filtre

Sélection: 3 Places assises: 3 Fauteuils

33.0 %

Boxoffice & BIG seat maps

Realistic seat maps

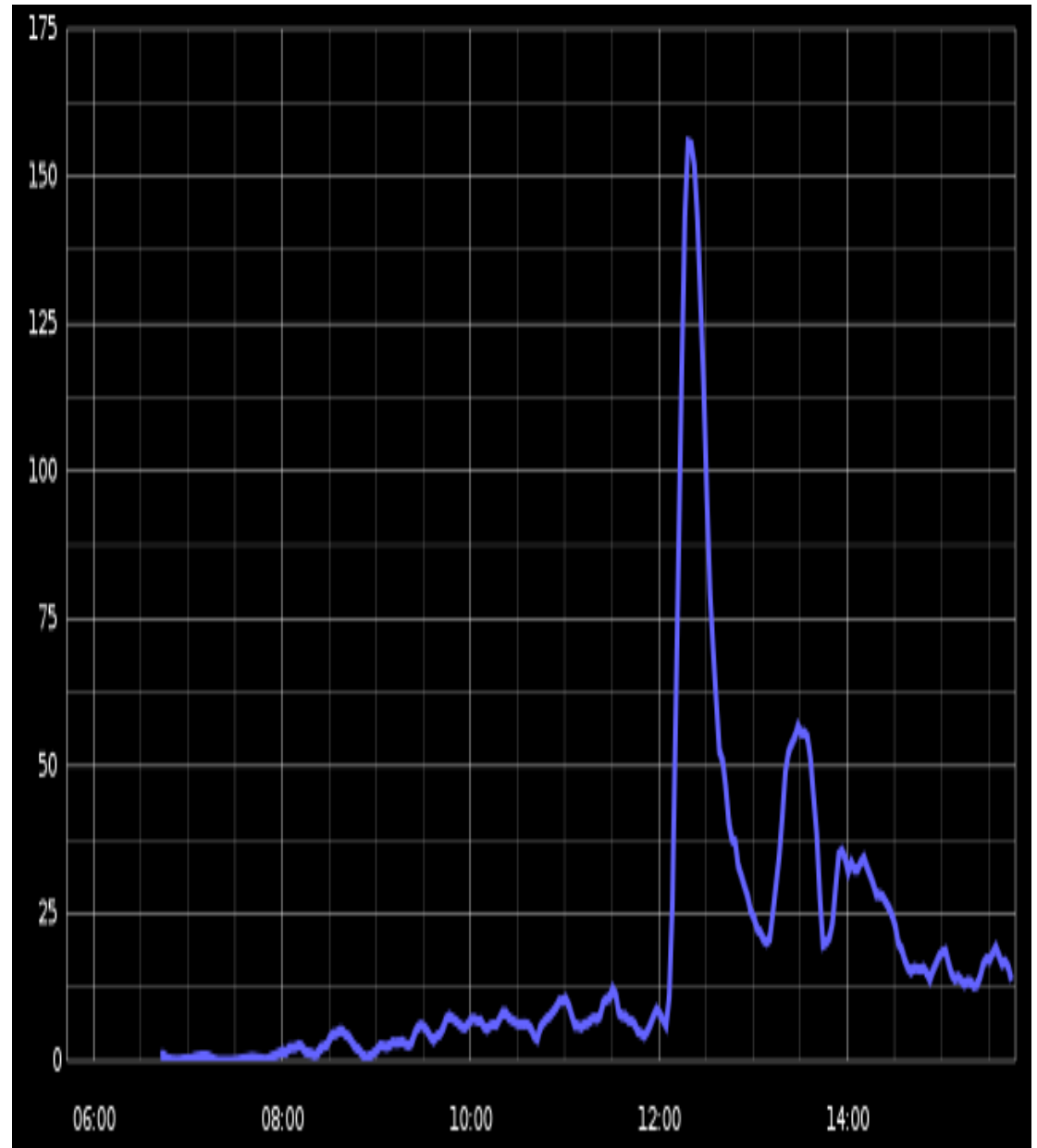


Create the buzz, **handle crowd sales**



AC/DC remplit le Stade de France en moins d'une heure et annonce une nouvelle date

Les 70.000 places du concert du groupe de rock australien au Stade de France le 23 mai prochain se sont vendues en moins d'une heure. Une deuxième date a été programmée le 26.



LESSONS Learned

recognize mistakes

observe what works

document them

share them

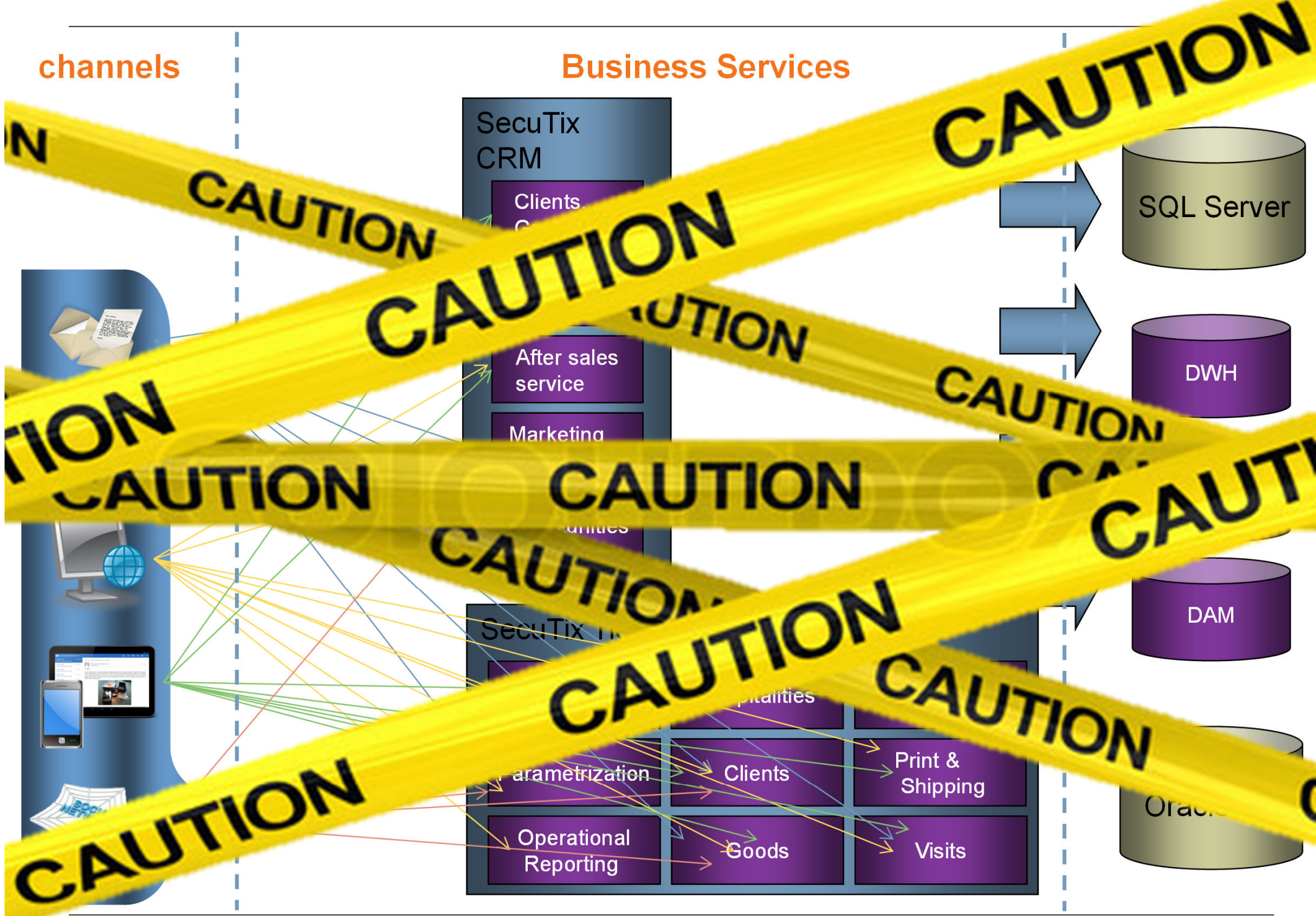


Part I.
STRONG ARCHITECTURE BACKGROUND REQUIRED

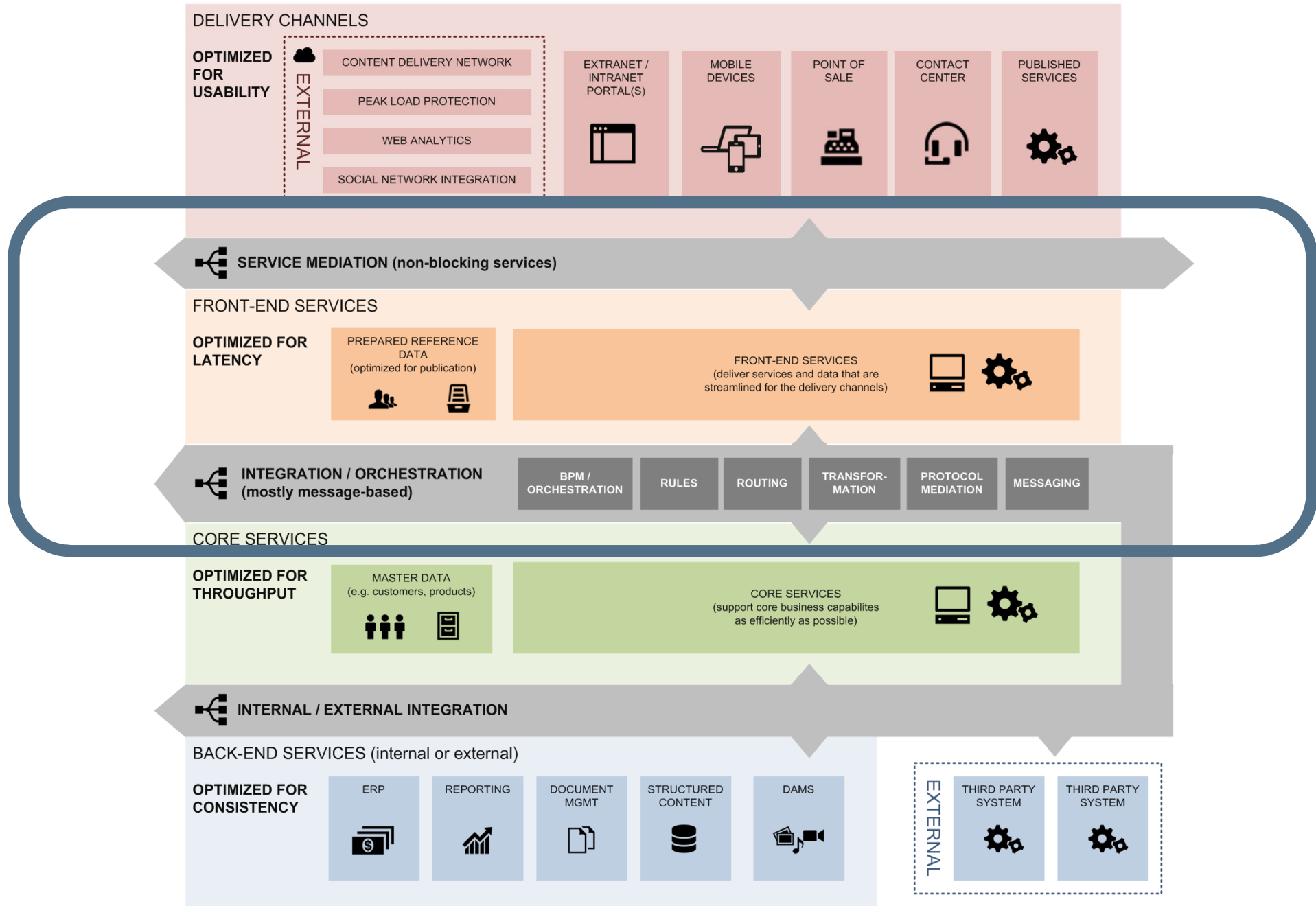


channels

Business Services

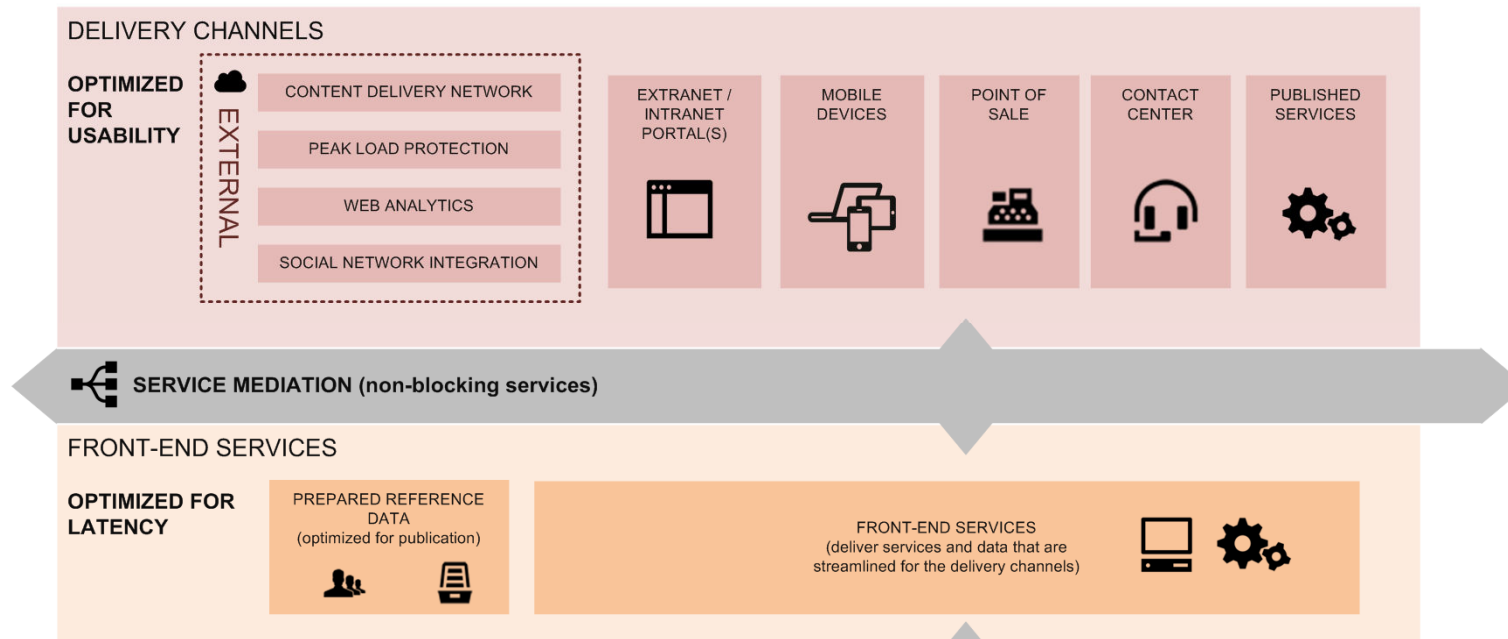


FRONT END SERVICES LAYER



OMNICHANNEL

Front-end Services goals



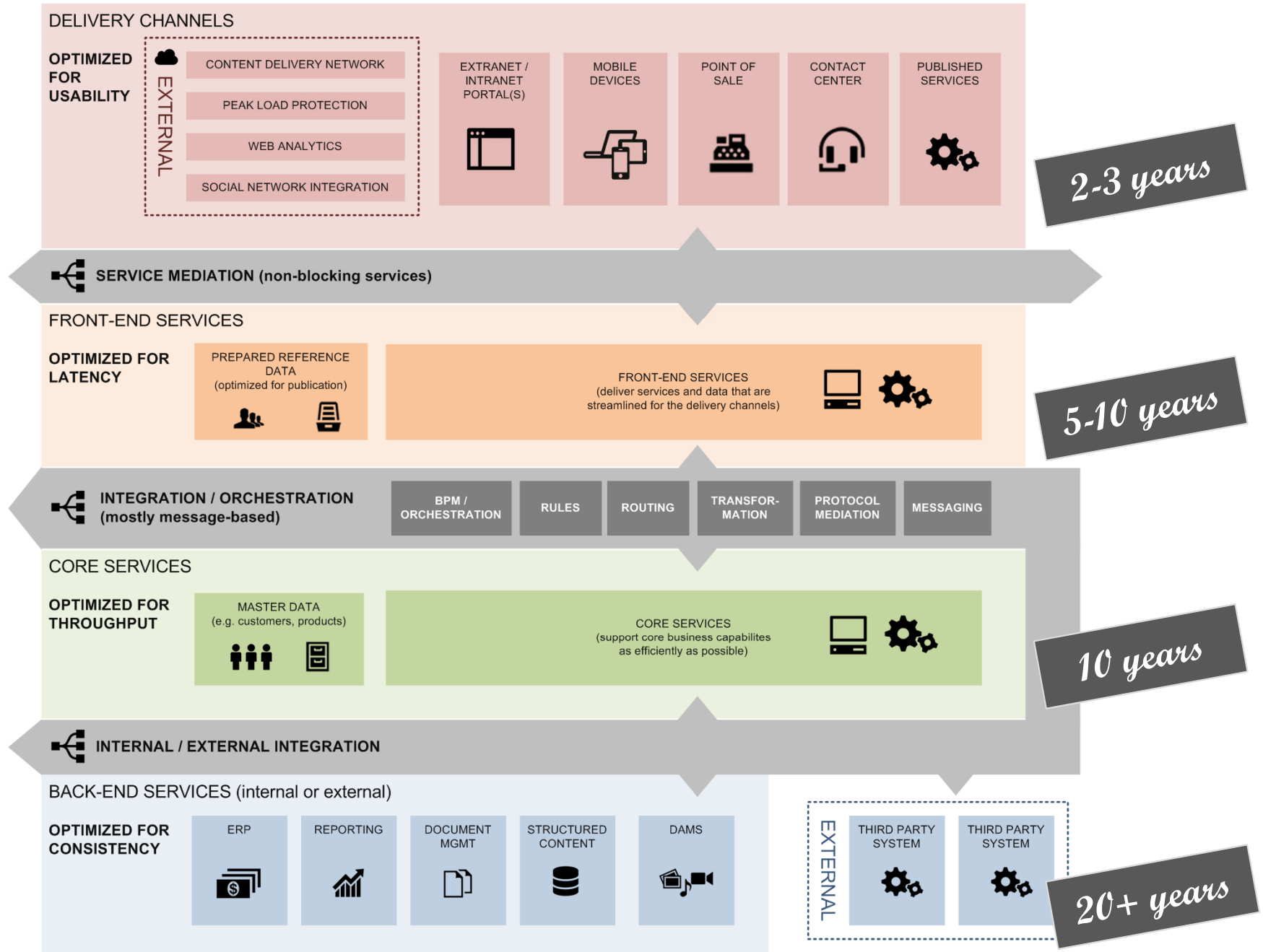
Cope with device connectivity latency

Scale as needed (especially at first steps of sales funnel)

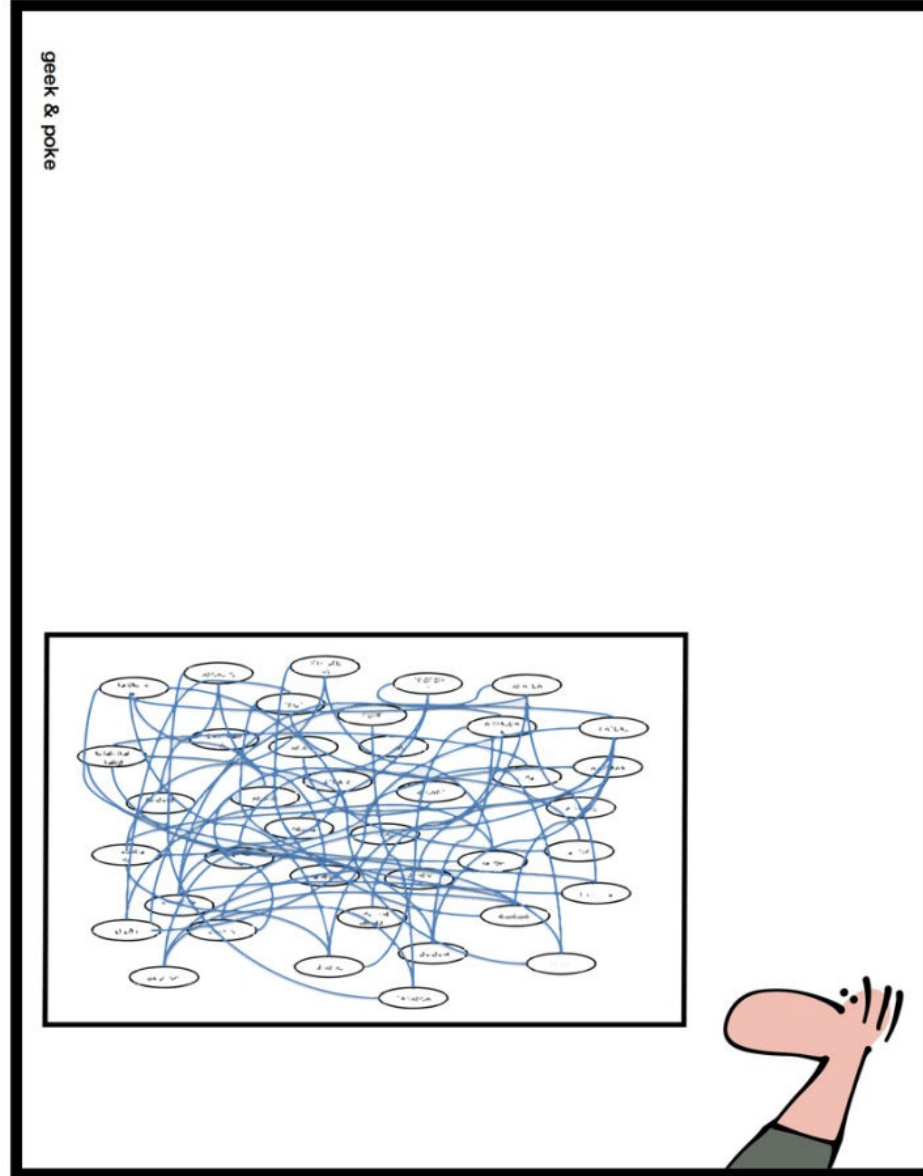
Edge Caching/denormalized data

Minimize dev **costs** by gathering business processes inside front-end-services

ARCHITECTURE HYPE CYCLES



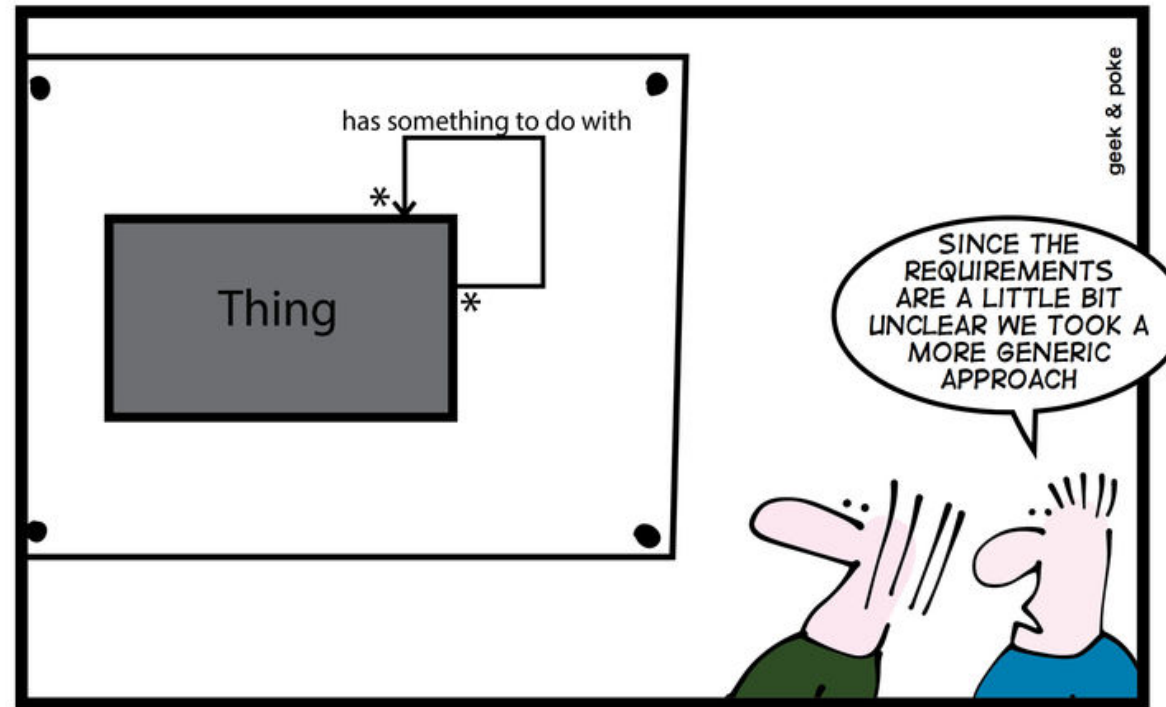
SIMPLY EXPLAINED



BUSINESS IT ALIGNMENT

STRONG GOUVERNANCE

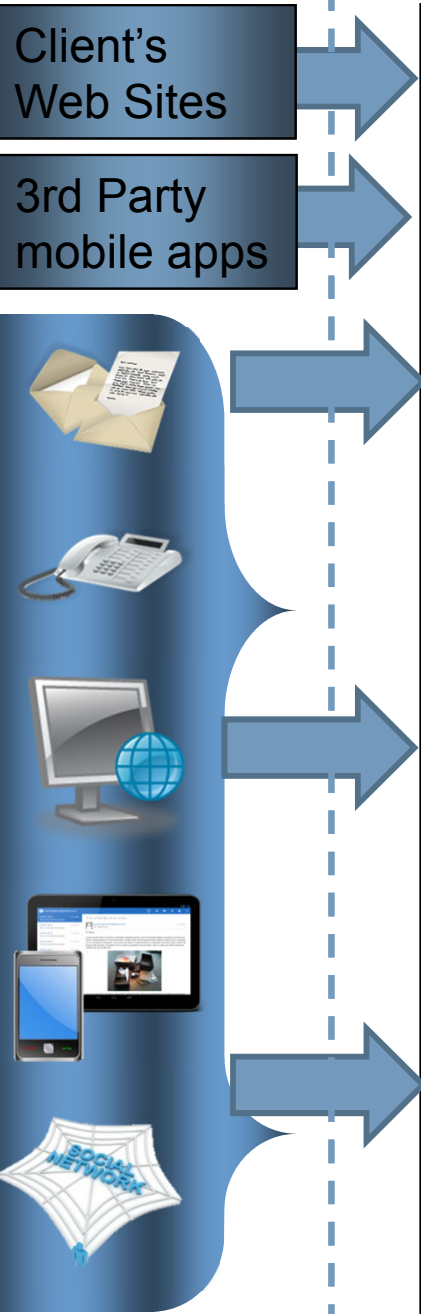
Data Models



HOW TO CREATE A STABLE DATA MODEL

- Every modification / enhancement of the Data Model MUST be validated by a (very) small team
without delaying business analysts nor developers...

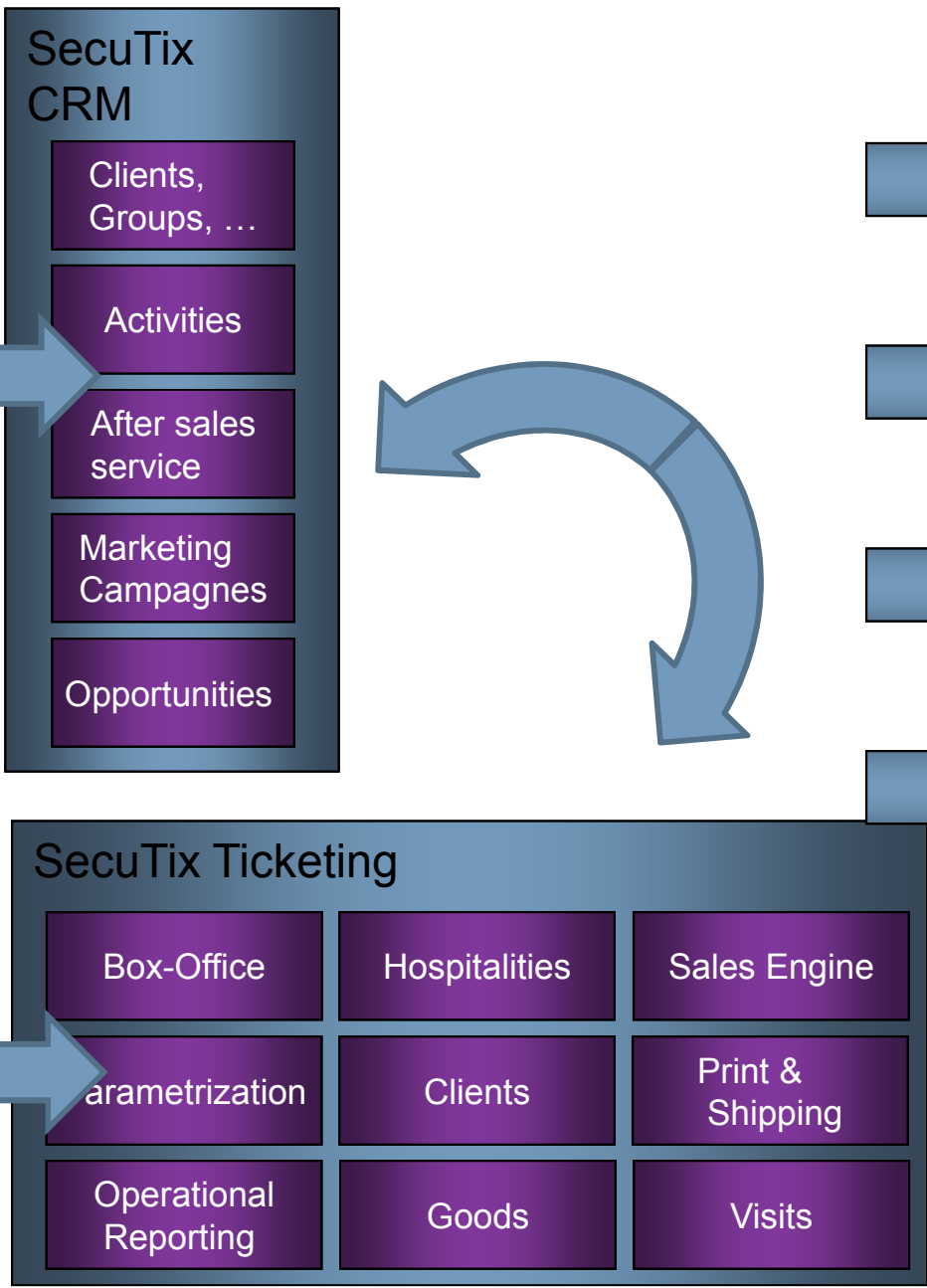
channels



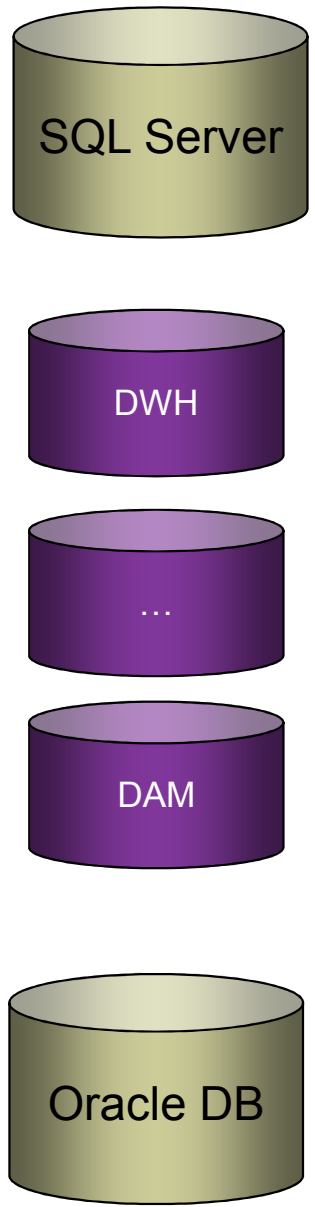
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Business Services



Back-end layer



STRONG GOUVERNANCE

API Definition + Versionning

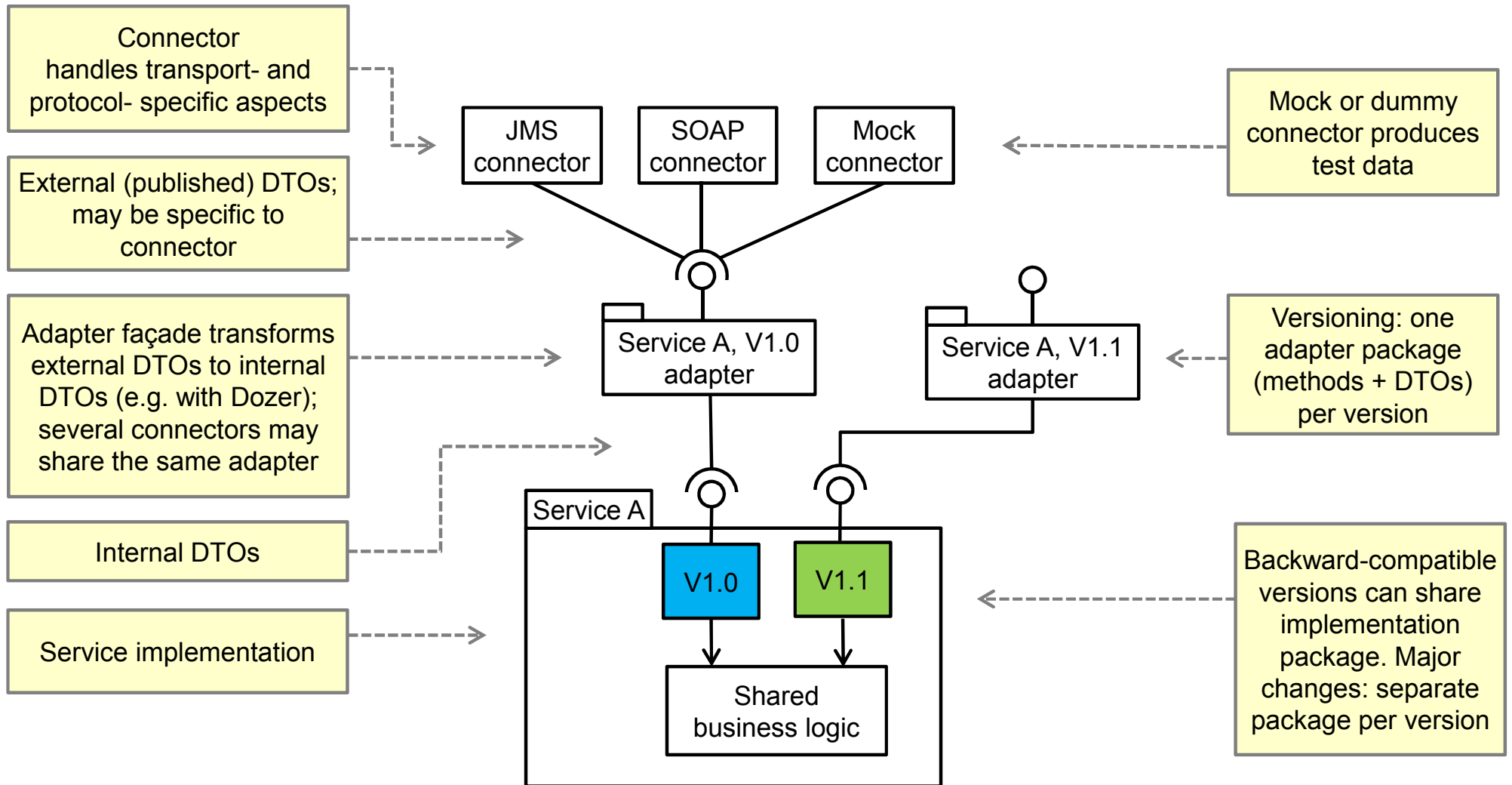
- Every modification / enhancement to a PUBLIC interface **MUST** be validated by a (very) small team

without delaying business analysts nor developpers...

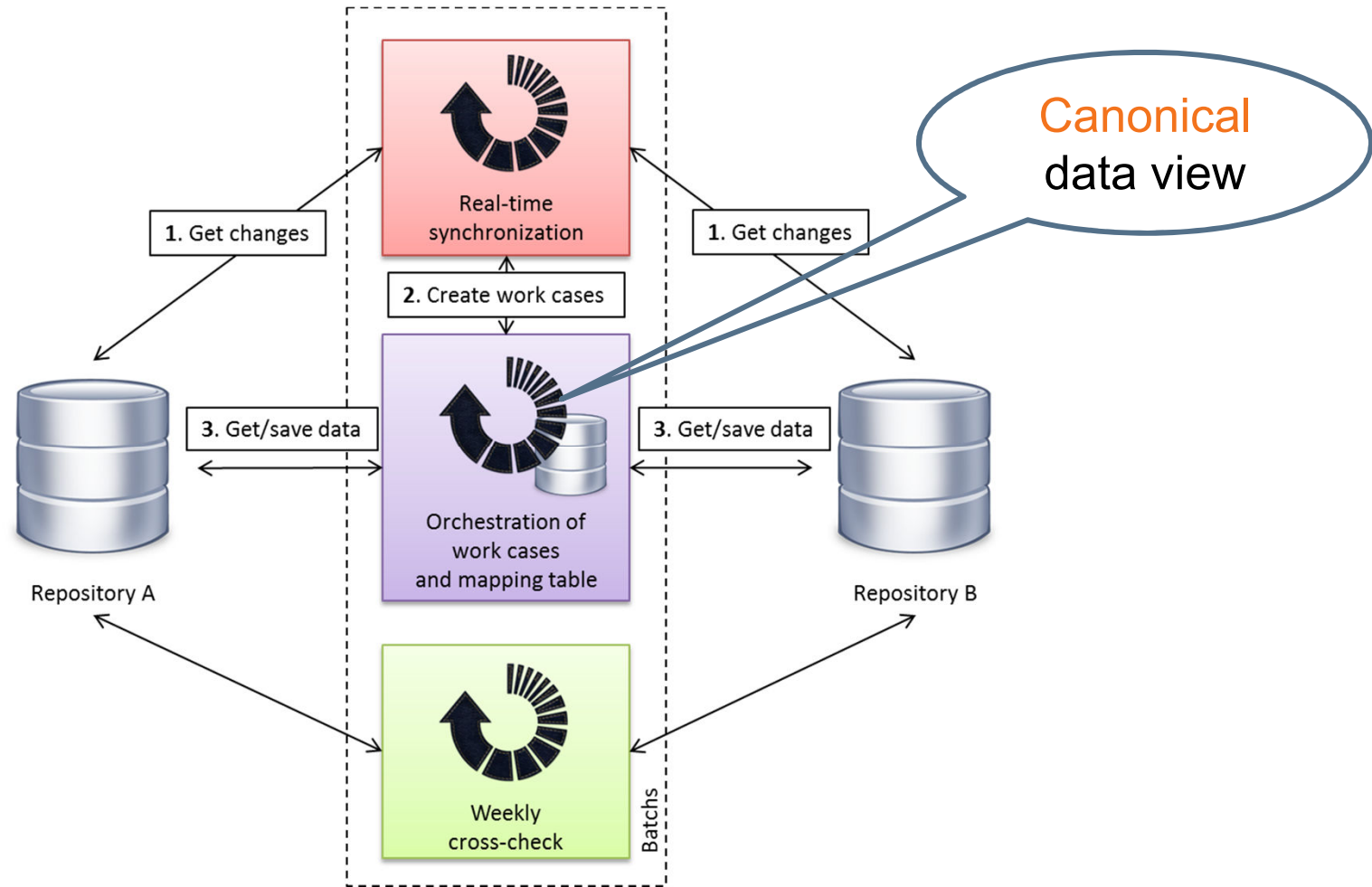
- Ensure the rule is strictly followed: **NO** modification allowed on any published interface

STRONG GOVERNANCE

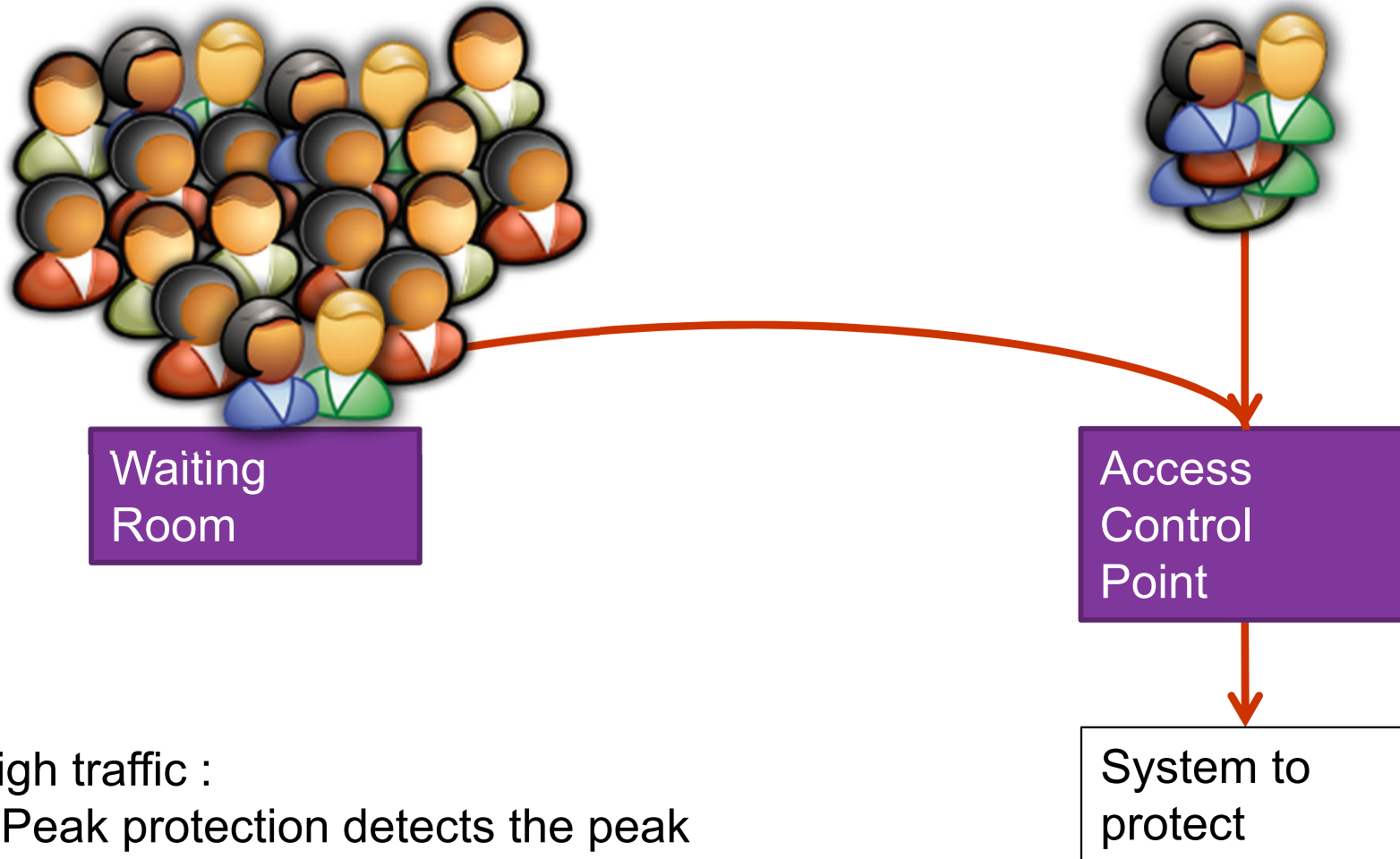
API Definition + Versioning



COTS SYNCHRONIZATION



PEAK PROTECT :



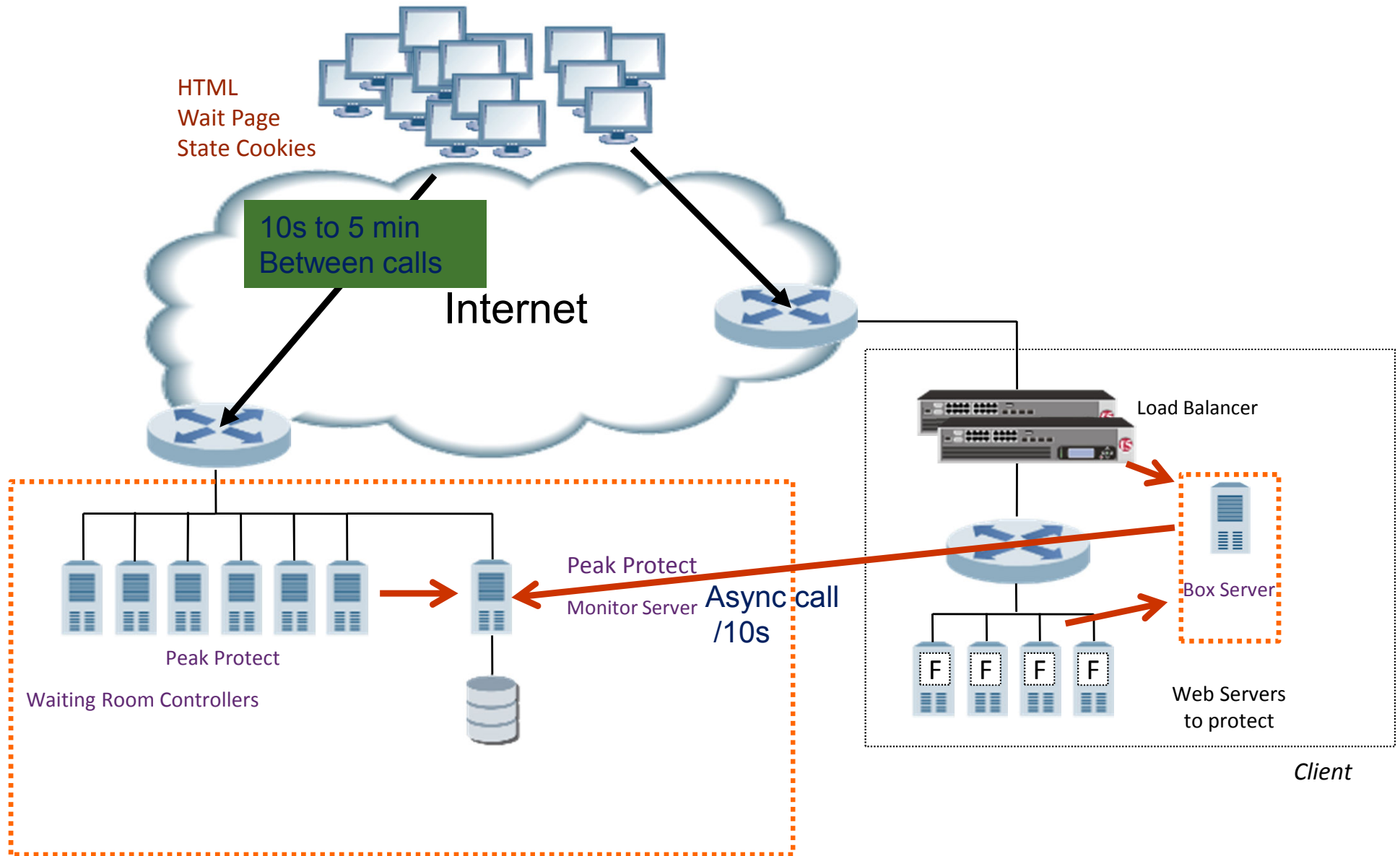
High traffic :

Peak protection detects the peak
Overload goes on a a waiting Room
Controlled flow on protected system

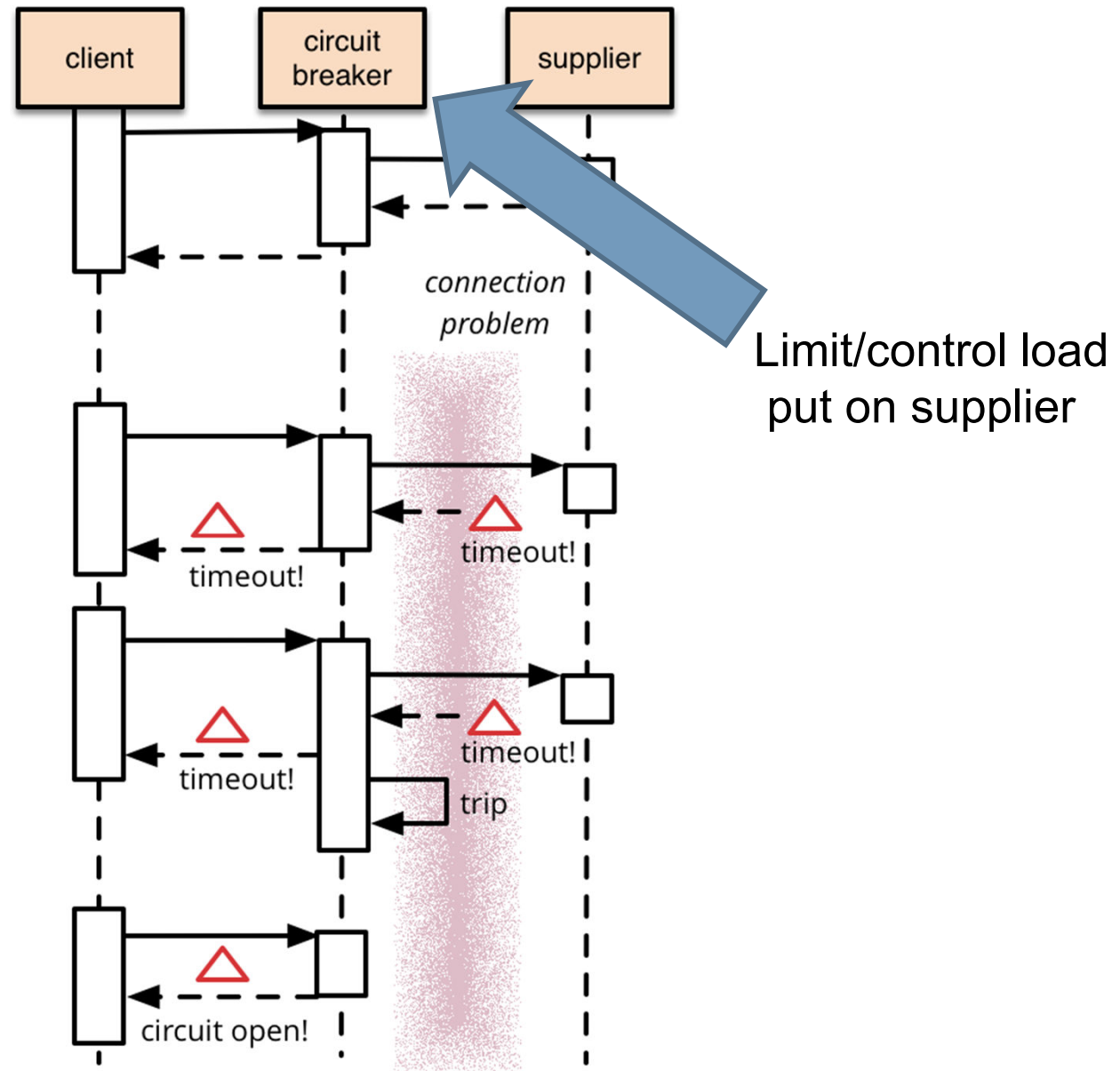
PEAK PROTECT :



PEAK PROTECT ARCHITECTURE

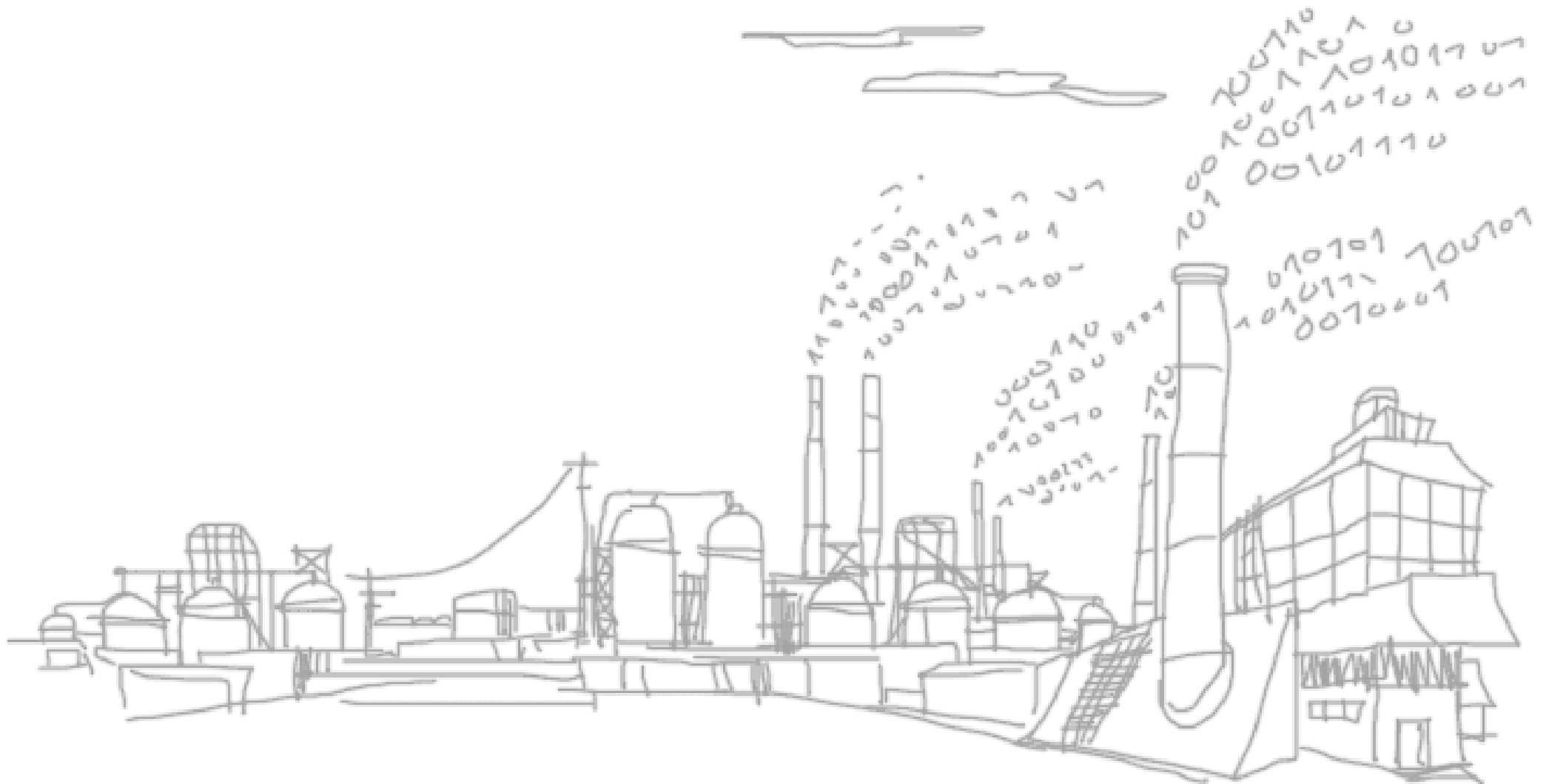


CIRCUIT BREAKER

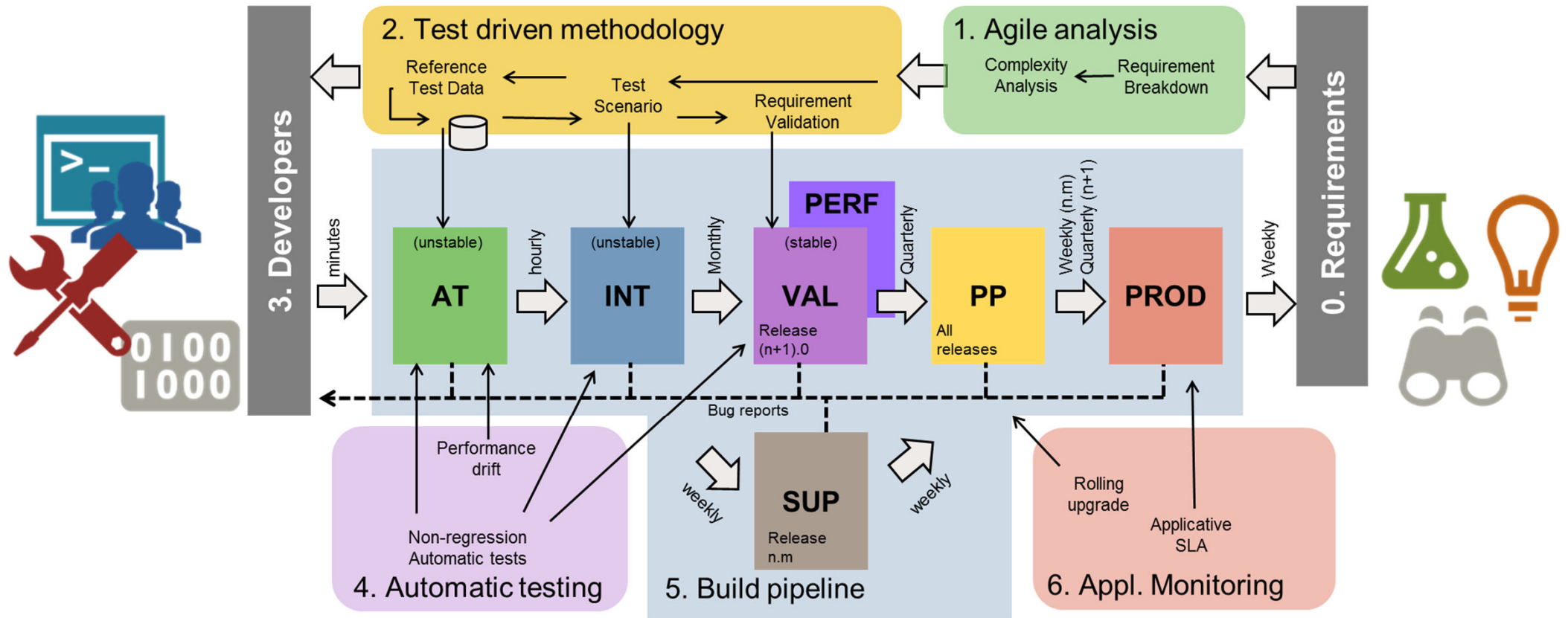


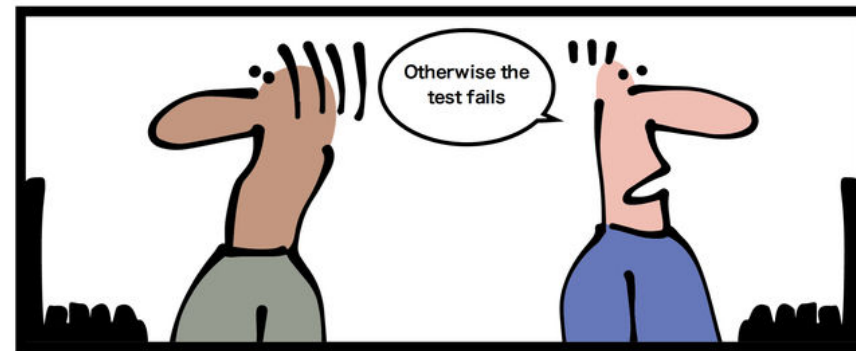
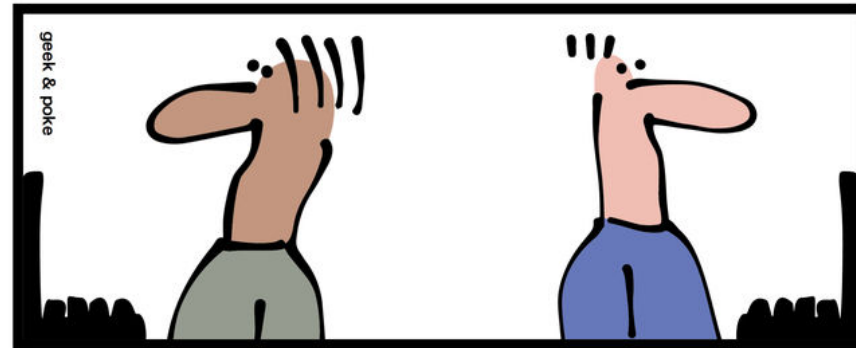
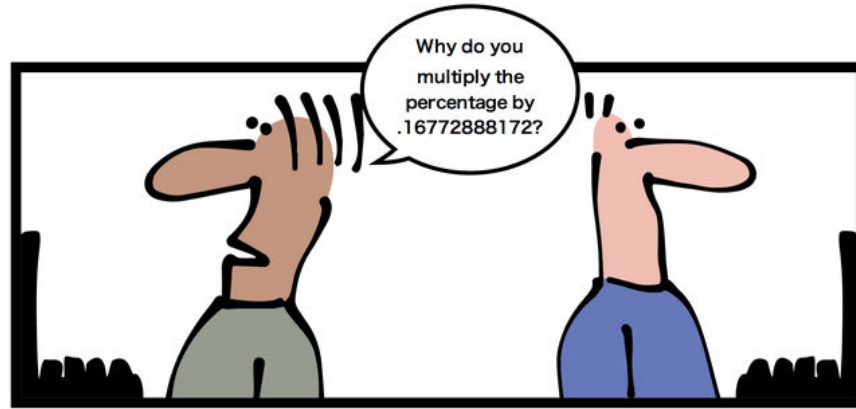
Part II.

Software factory



SOFTWARE FACTORY



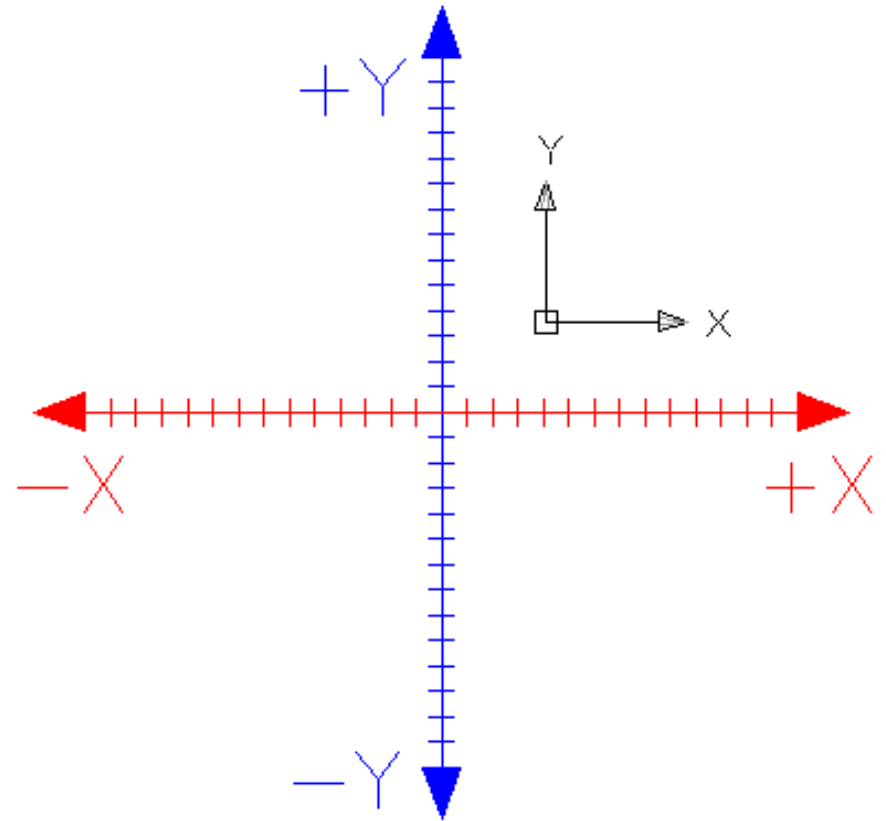


TDD

TESTING ON GOOD DATA IS KEY

MASTER :

We need a referential



- ***All tests*** are defined in this referential
- Tests are defined with ***business in mind***
- Data are reinitialized and ***time-shifted*** before tests

TEST AUTOMATION

Insights

Interfaces tests automation

- Systematic / TDD
- Multiple versions
- Error cases
- Production loopback

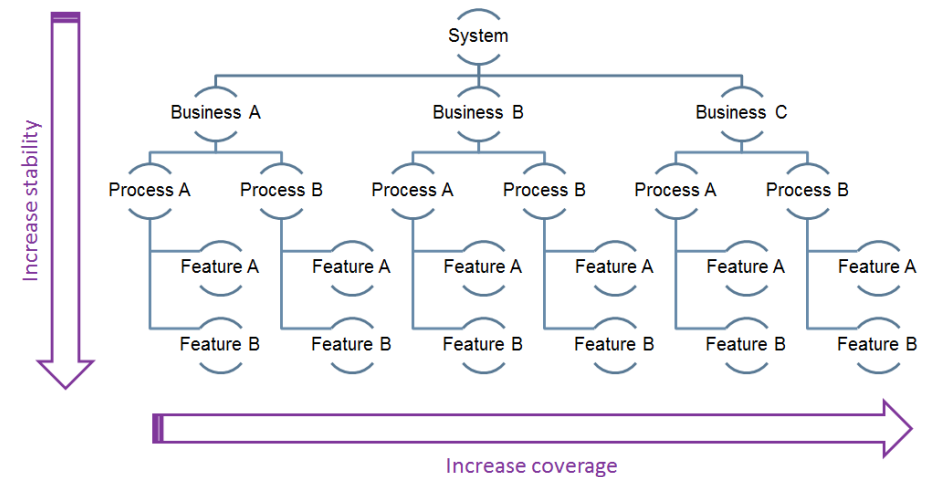
Performance tests automation

- Performance logs on all interfaces
- Performance logs for all user actions
- System indicators
- Weekly trends / drift analysis

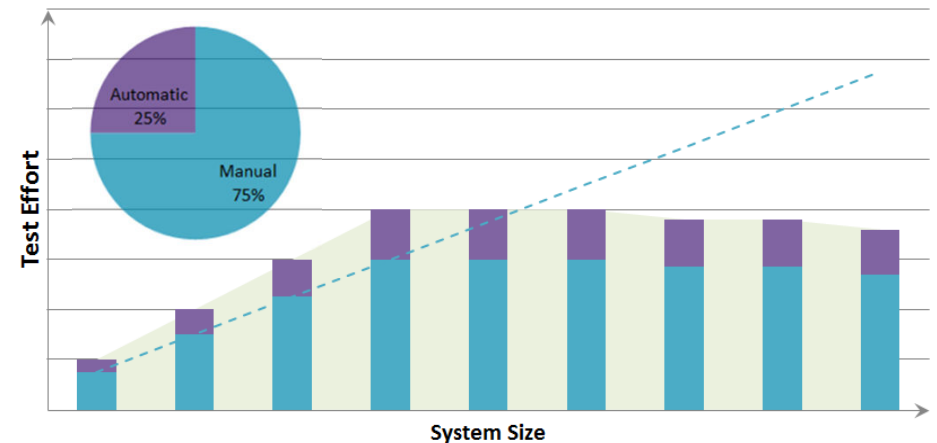
graphite



User processes tests automation

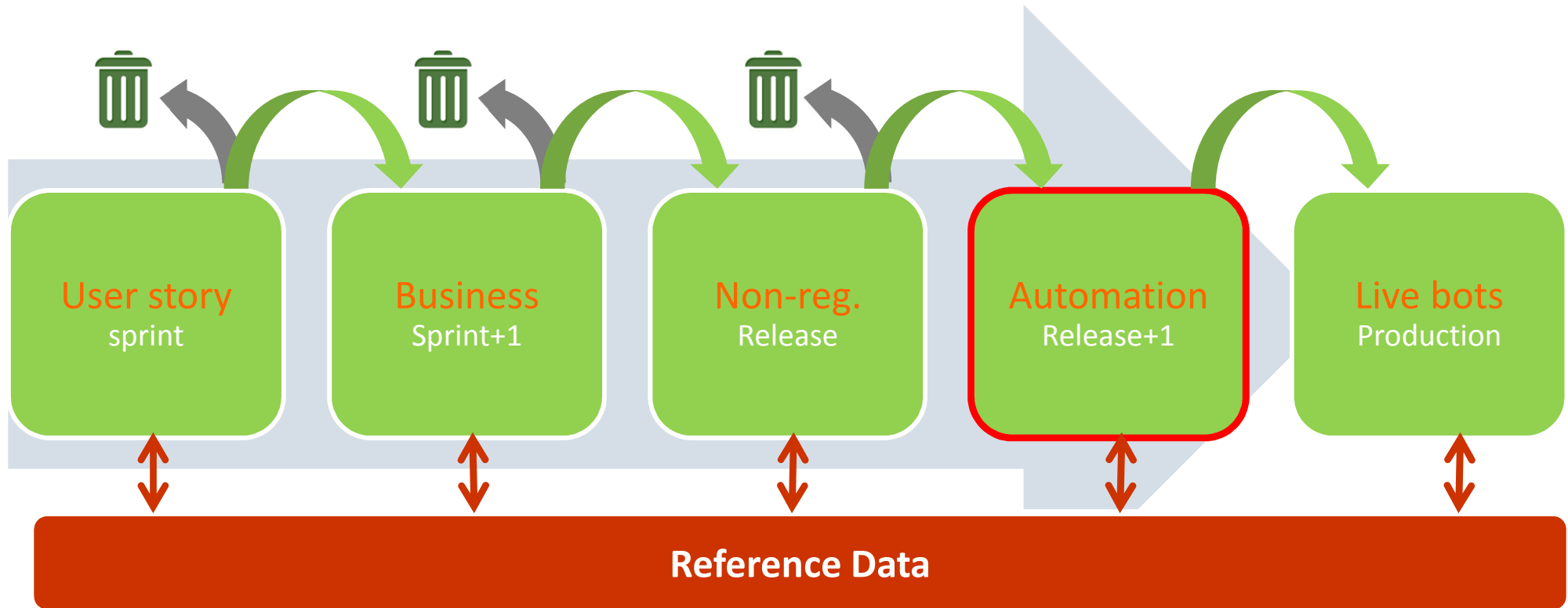


Cost driven



BUILDING THE TEST CHAIN VALUE

Prepare the test and the data before the development



Benefits

- Quality (daily checks)
- Frequent delivery
- Team motivation

Difficulties

- Analysis and correction routing
- False positive
- Several tools

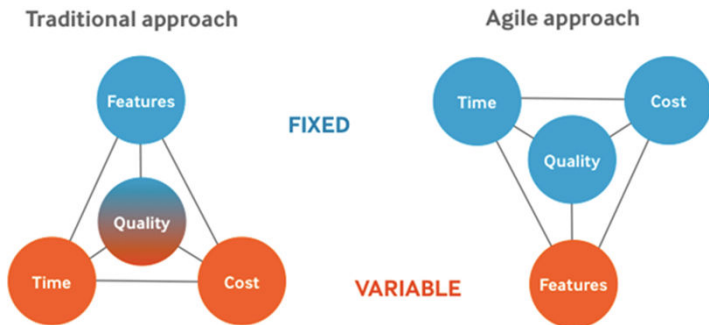


CONTINUOUS DELIVERY : UP TO PRODUCTION

Insights

Diagnostic part of developers daily work

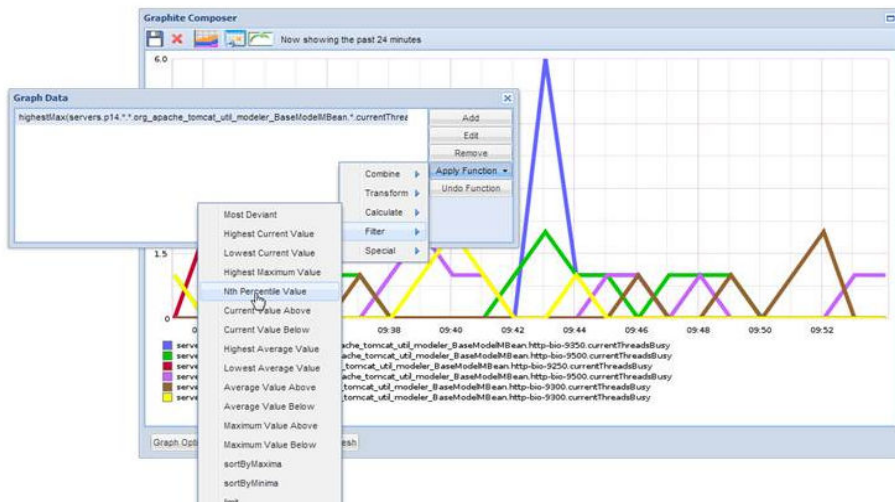
- Stability first, daily



Proactive business monitoring

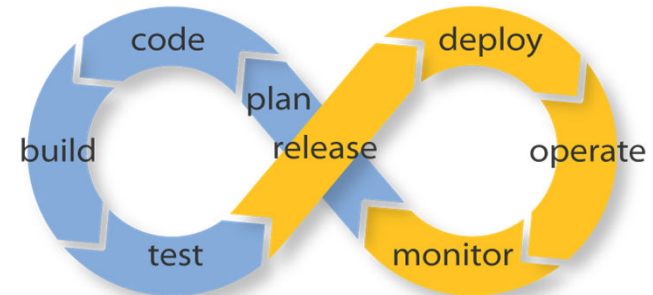
Indicator	Previous	Actual	Objectiv
Printing errors	0.9%	0.7%	0.8%
Gauges errors	22	7	<=10
Contact <u>Synchro</u> errors	0.4%	0.6%	<1%
Suspended transaction	272	326	<=200

Monitoring tools shared among the pipeline

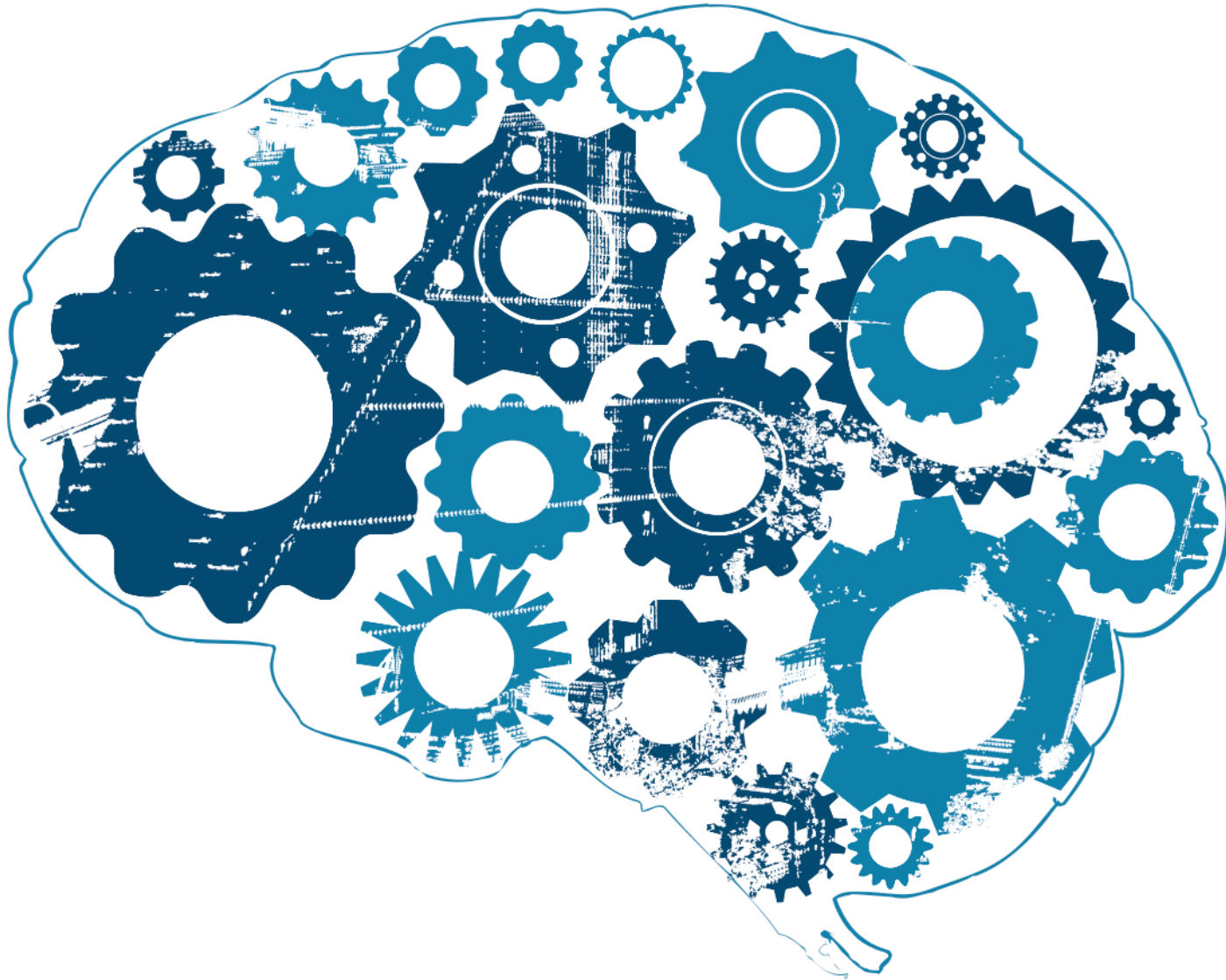


Effective collaboration between Dev & ops

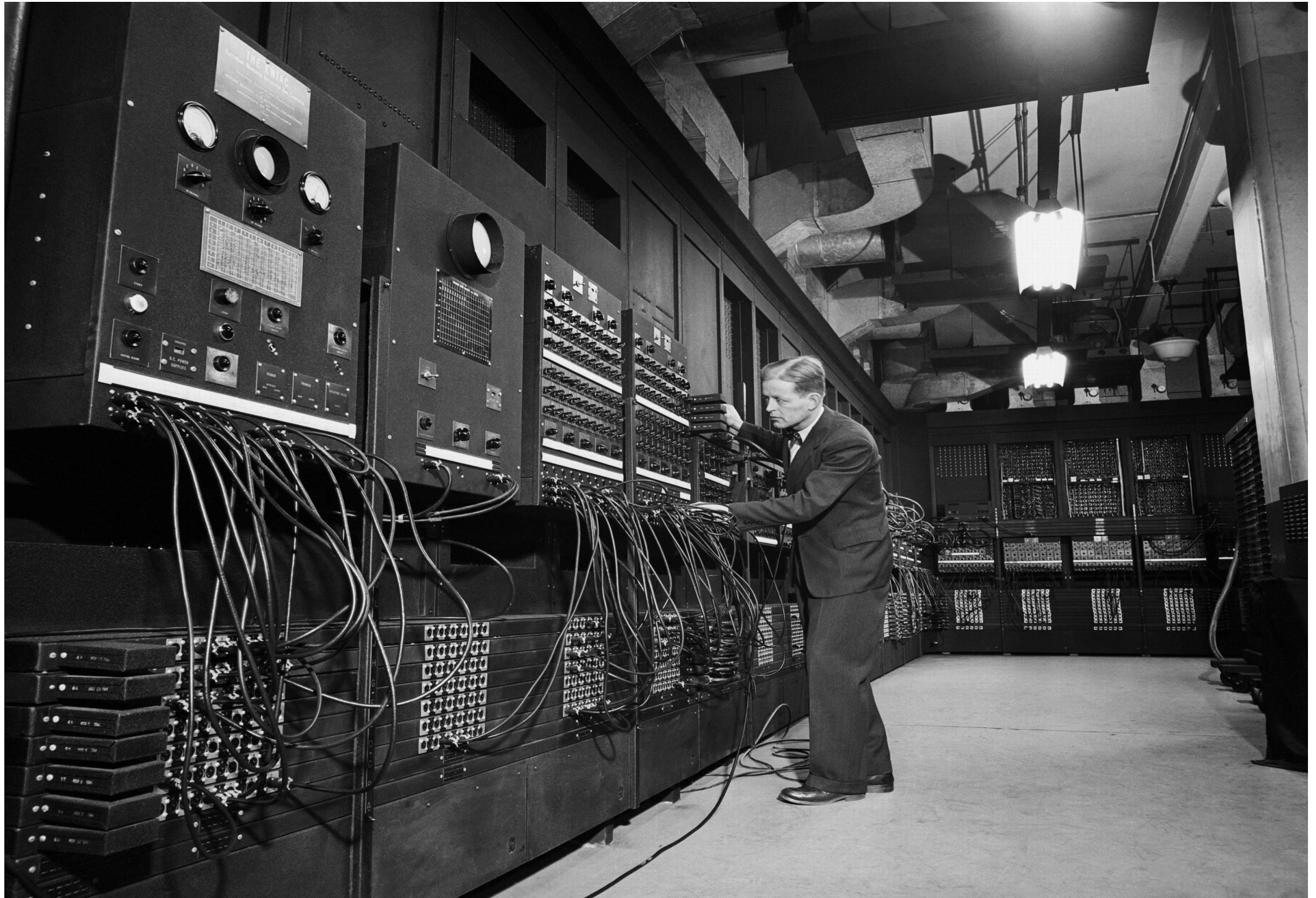
- Common environments, build pipeline
- Daily meetings, IT ops

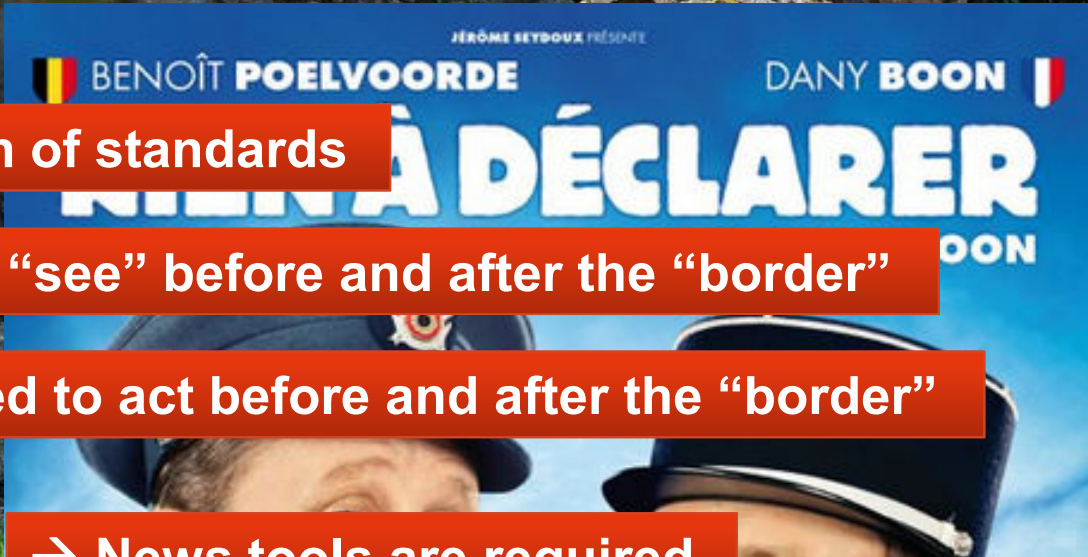


Part III. DEVOPS



OPS HAVE «GUARDIAN» SPIRITS



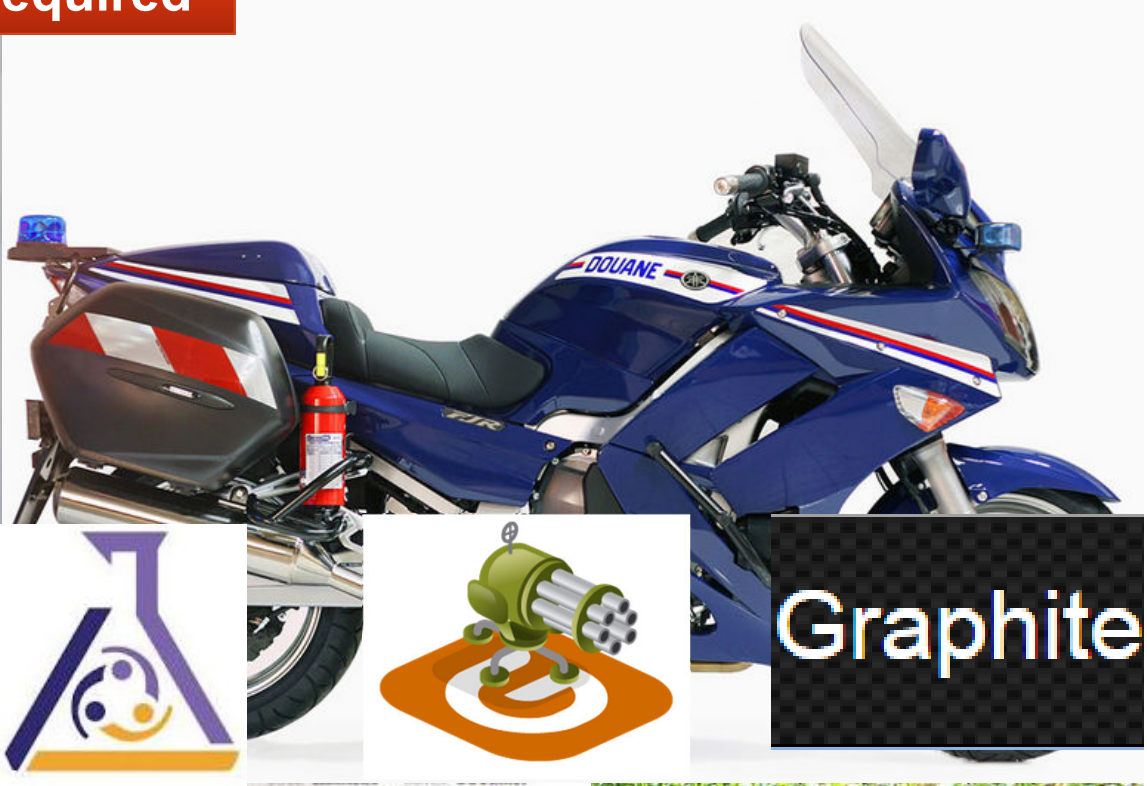


→ Unification of standards

→ Need to “see” before and after the “border”

→ Need to act before and after the “border”

→ News tools are required

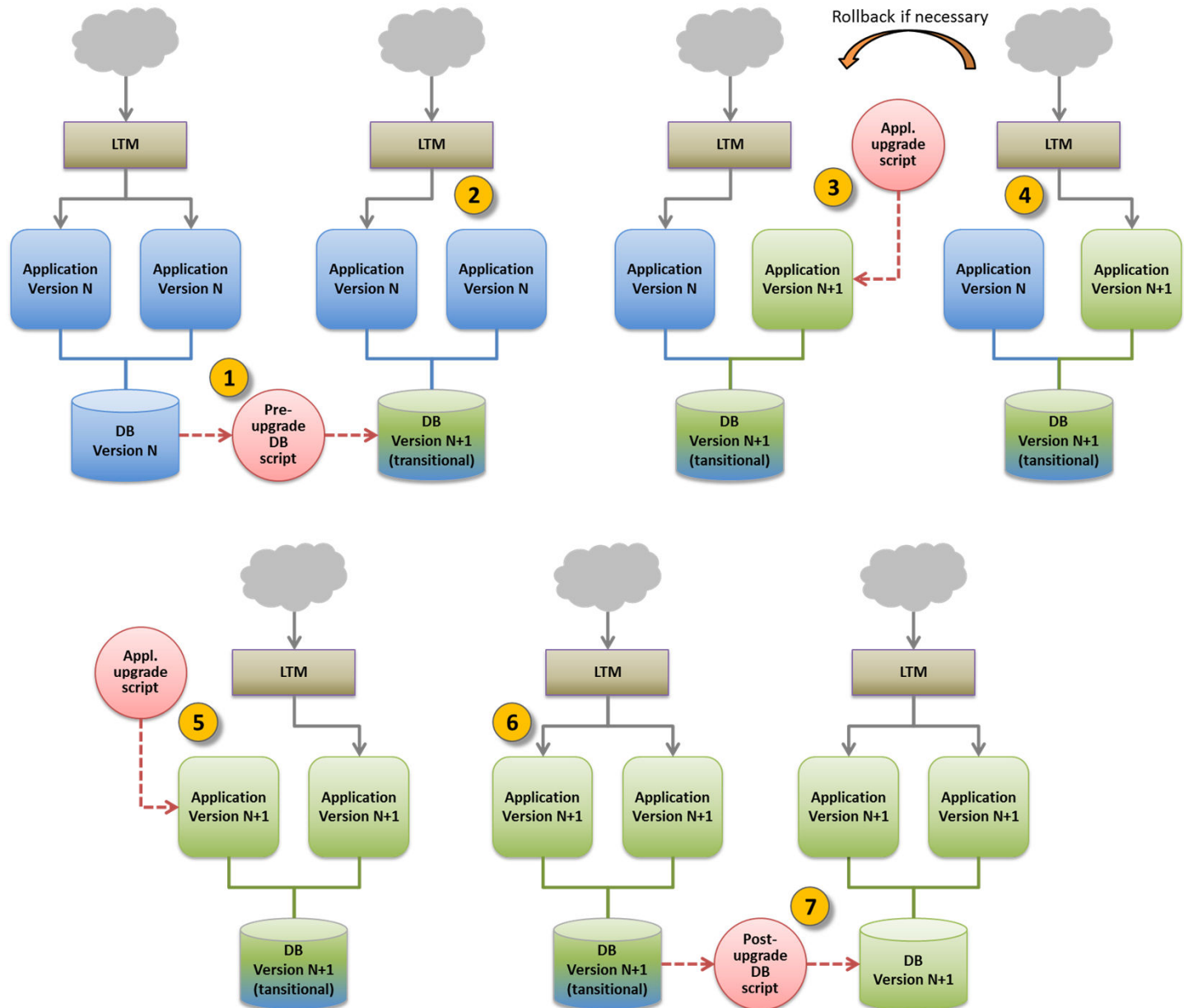


**RUN
DECK**



Graphite

Database schema rolling upgrade



24/7

Do not fear failures, generate them on purpose !

Unplug cables, shutdown servers



During the day installation



Monkey testing

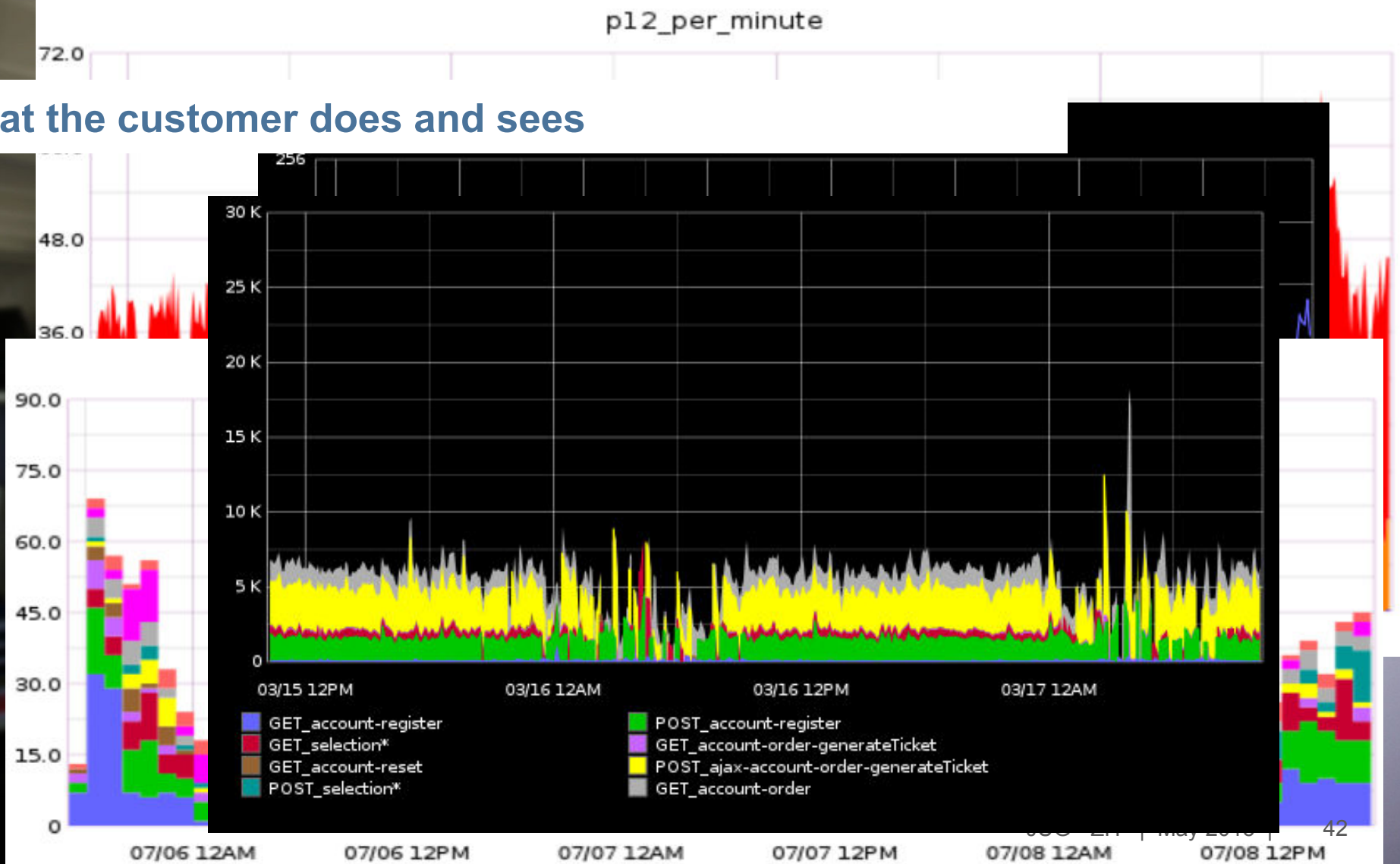


NEED TO “SEE” BEFORE AND AFTER THE “BORDER”

For Operations AND development teams

Application Business Monitoring

See What the customer does and sees



TAKE AWAY

homeworks

1. Choose one topic that matters to you
2. Define KPIs and objectives
- 2.5 (imagine from gut feeling what those KPIs should be now)
3. Measure
4. Measure again to ensure your measures are correct
5. Compare results to objectives
6. Take action
7. GOTO 3

Thank you.

Contact

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