

Authority Brands

The customer

Authority Brands is the parent company of seven leading home service franchisors. **Authority Brands** supports more than 1,675 franchise locations operated by 920 franchise owners in the United States, Canada, and Latin America. Authority Brands is dedicated to supporting franchise owners with their cornerstones: best in class training and operational support, marketing systems, and cutting-edge technology.

Authority brands store their customer's web sites in a public cloud to enable efficient servicing, support & maintenance.

The Challenge

Authority Brands is constantly focused on high level web services to its daughter companies and was on the lookout for alternative cloud services due to the fact that the current service contact with the cloud service provider has reached its termination/renewal stage.

As the company's web sites are in need of constant high-level CMS (Content Management System) and especially to rely on Drupal platform for building amazing digital experiences services they turned to NeWay to step in and assist.

NeWay Technologies' Azure services teams led by the Chief solution architect stepped in and performed an assessment, discovery and a thorough planning stage.

The proposition that was based on the report summary offered a migration project for the 4 sites to Azure.

The offered solution included:

- A one-time migration project done with the customer's backup files
- Build Threshold based Automated management services on Azure platform.
- Enable high end CMS services
- Offer Azure CSP\ Monthly based hosting services including Proactive and reactive ongoing services for the Azure platform environment

By executing this project, the customer would gain:

- Immediate upscale in the hosting services.
- Upgraded quality for users of the sites.
- Significant cost reduction in monthly costs.

The professional services of the execution stage that was highlighted to the customer included the complexity of migrating the 4 sites from the system backup files. An additional risk factor that was taken came from the time constraint due to the current services termination/renewal date that was less than 30 days away.

The entire one-time project including:

- uploading the data to Azure
- enabling the Drupal services on the Azure Platform
- testing
- Bug fixing
- Customer training
- Project finalization

The Azure solution included several Azure App Services for Containers based on Node stacks and Drupal Docker images, ran on clusters with several premium instances. The customer had 2 kinds of Drupal apps.

1. The "micropowerguard" site was deployed as a Drupal single site cluster.
2. The "benjaminfranklin", "mistersparkyelectrical" and the "onehourheatingair" sites were deployed as a Drupal multi sites cluster.

The Azure solution included an Azure SQL Database for MySQL for each cluster. Since CMS systems require a little bit more compute resources to function than regular web servers solutions, the Azure App Services scaling options allowed dynamically to adjust exactly the size of compute that the sites were required, with the ability to auto scale the compute size when needed.

The entire migration project was executed within a 14 days' timeframe to successfully migrate the services to the Azure high-end services.

The project was performed during the Q4 of 2019 and is currently in steady state.

Today NeWay holds a long term services agreement Authority Brands that is backed by account managing including recurring technical based meetings for monitoring the services of the environment and offering additional value to the agreement as part of Neway's is commitment to meet the customer's expectation.