

Resolving a previously unknown technical blocker

About

A UK based company helping hospitality and leisure businesses provide cutting edge solutions to improve the customer journey.

Key takeaways

During the project we learned the valuable lesson that purely **technical issues oftentimes can be mission critical and a business risk**. Once this is recognised, open and honest **communication** is what is required for successfully resolving all blockers.

The problem

The customer was in the middle of transitioning to a new age technological stack, when they were surprised with a previously unknown technical debt, which ultimately was **a blocker for all future product upgrades** and development efforts. Those challenging areas were posing a fundamental compliance and **security risk** on the entire organisation.

The solution

Expert Allies took a proactive approach and methodologically found out the core of the issue. It turned out that there were black box developments made in a silo with low quality code and no security best practices implemented.

Our team was able to **identify and scope the potential risks** and to **perform the refactoring of the problematic areas** in a way that allowed the customer to resume their development roadmap with no service interruption.

The result

We were able to significantly **speed up new feature releases** and **reduce development costs with more than 29%** annually.