Reservations Gateway
Enterprise Service Suite

Reservations Gateway

is an end–to-end IT Solutions & Services Company, helping organizations harness the power of innovation, data and technology to deliver better business outcomes

Our Expertise

We have experience in building & supporting:

▶ **E-commerce Platforms (web & mobile based)**

▶ **Online Transaction Processing Systems**

▶ **Data Migration, Transformation & Data Warehousing Systems**

▶ **API Systems**

▶ **Business Orchestration Systems**

▶ **Cloud Hosting & Migration**

▶ **DevOps & Infrastructure Management**

What We Do

Enterprise Services

We build end to end IT systems that will help organizations improve performance, efficiency & service delivery

Infrastructure Management

We manage, monitor & support cloud infrastructure 24/7. Our Infrastructure as a Service (IaaS) provides users automated & scalable environments

DevOps

We help organizations rapid building & frequent delivery of software & system updates. We bring together people, processes & technology

IT Professional Services

We support companies to navigate change & improve operations with creative strategies

Business Process Outsourcing

We work as an extension of your business to improve efficiency and profitability

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Enterprise Services

▶ Enterprise Application Development

Over 125+ software engineers , architects & project managers to build your customised IT systems

▶ Infrastructure and Cloud adoptation

We have the tools , resources & expertise to architect the perfect network for your application, infrastructure & help your organization adopting to the Cloud

▶ Digitalization

E-commerce , m-commerce or s-commerce, we can support your organization in your digital transformation journey

Enterprise Services

▶ AI as a Service

Our data scientists will build and implement an AI road map tailored to your Organization that would harness the power of data and intelligence

▶ Business Continuity & Disaster Recovery

Solutions that can be customised to each organization based on your budget & strategy

▶ Application Service Monitoring

Our world class Network Operations Center will monitor and support your infrastructure and applications 24 * 7, 365.

Enterprise Services

▶ Security and Risk Management

From securing your infrastructure, applications & end points, using cutting edge & cost effective IDS / IPS / SOC solutions, to building security road maps , we have the expertise , tools & the processes to support your cyber security programs

Infrastructure Management

▶ **Infrastructure Provisioning**
- ◇ Virtualization
- ◇ Dedicated

▶ **Monitoring (24 *7, 365)**
- ◇ Infrastructure
- ◇ Security
- ◇ Network

▶ **Design Network Architecture**

▶ **Load Balancing , High Availability & Fail Over Management**

DevOps as a Service

▶ **We automate routine deployment tasks**

▶ **Improve business agility**

▶ **Facilitate continuous integration and delivery**

▶ **Ensure continuous deployment and monitoring**

▶ **Optimize throughput & stability**

IT Professional Services

► **IT Road Map Development**

► **Big Data and AI Consulting**

► **Database Consulting**

► **QA Consultancy & Automation**

► **QA Outsourcing**

► **Business Continuity Planning**

Business Process Outsourcing

▶ **Customer & Fulfillment Services**

▶ **Data Recording & Processing**

▶ **Web Research**

▶ **Data Mining & Mapping Services**

▶ **Billing Services**

▶ **E-commerce Support Services**

Selected Problems We Solved

Area	Problem	Reservations Gateway Solution
Eco System Development	A Company using legacy systems was falling behind adopting to the technological transformation to remain competitive & embrace new business models.	We built a scalable web based modernized system which was completely service based using micro services architecture that enabled the customer to connect to external services using REST API, a mobile responsive e-commerce platform, ETL systems to consume and convert raw data to operational and analytical data & built a rule based algorithmic system.
Legacy System Migration to SOA Applications	A company required their legacy enterprise system to be responsive to business opportunities, address system inflexibility, maintainability & IT manpower scarcity issues.	We converted a monolithic system with over 100 deeply coupled modules and over 300,000 lines of application code to a distributed micro service platform using AWS services and Netflix OSS as the backbone technology.
Database Migration	To support a new platform, a company had challenges in migrating PostgreSQL database version 8.x to 9.x without any disruption to the operation	We supported the version upgrade of a system that housed 50+ database instances with 24 * 7 running system with over 100 million transactions per day. The migration included optimizing algorithms, converting existing replication, & monitoring programs

Area	Problem	Reservations Gateway Solution
Performance Optimization	Multiple companies were faced with system performance degradation and slow response times due to increase in the loads on their systems	**Company 1:** Optimized several Java based applications to reduce the memory footprint, CPU, IO and database bottlenecks, by re-engineering the code and using java & performance analysis tools . **Company 2** : Resolved database bottlenecks due to increase in data volume and IO operations to optimize performance, using query optimizations, database structure redesign, building a cache layer with REDIS cache and database partitioning. **Company 3** : Worked with several API systems to reduce the response latency from 20 - 30 second to less than 1 second, using downstream caching, map reduce and intelligent work routing.
Automating Software Releases	Companies were facing regular failed releases with roll backs, releases taking over 10 hours with disruption to the operations	**Company 1:** transformed the release process from once a month, which took 10 hours, to "on demand releases" and successfully completing within 1 hour. We implemented CI-CD pipelines using Jenkins, QA automation using selenium, cannery deployments & converted artifact based deployments to multiple environments. **Company 2**: "On Demand" deployments successfully within 5 minutes, using blue / green deployment. Used Jenkins, infrastructure automation, database automation, QA automation & dynamic traffic routing.

Area	Problem	Reservations Gateway Solution
System Scaling Project - 100K hits to 175 MN hits per day	A bottleneck for the company's growth was the existing systems and infrastructure could not be scaled at the rate business required	Scaled & migrated systems capable of handling 100k search hits per day to 175 million hits per day by using application re-engineering, moving to distributed architecture, database replication , partitioning , downstream caching and using NoSQL data modeling techniques
Systems / Infrastructure Monitoring	An Ecommerce business was experiencing many customer complains due to their in-house Network Operations Center (NOC) was more reactive rather than proactive	We converted the NOC's Nagios based infrastructure monitoring system to use ELK, Datadog , Consul with Graffana dashboard to monitor over 200 instances of infrastructure, application behavior, database behavior, network connectivity, tracing and APM. In addition we implemented AWS monitoring solutions with CloudWatch & related AWS services
Cyber Security	A company kept investing in infrastructure assuming their infrastructure was insufficient to handle the load despite revenue not increasing	We scanned the environment and detected the client's IT resources were used for crypto currency mining. We, cleaned the malicious software, and hardened the environments to prevent a recurrence. Thereafter we implemented a SIEM solution with a SOC operation to monitor the environment 24/7

IT Professional Services

▶ **Project Management** - Scrum / Kanban

▶ **System Integration** - Enterprise Integration using WSO2 tooling, REST & Web Services

▶ **Solution Architecting** - Service Orientation, Event Driven, Security, Cloud & Mobile Native

▶ **QA Automation** — Selenium

Software Development

▶ **Backend and Middle tier** - Java EE, Python

▶ **Web & Mobile front end** - ReactJS , React Native, Flutter

▶ **Databases** – PostgreSQL, MySQL

▶ **NoSQL Storage** - Elasticsearch

▶ **Business Intelligence** - Pentaho , Elastic Stack

▶ **System Software** - Linux and Windows

Cyber Security Program Development

▶ **Server, network and application hardening**

▶ **Network security management**

▶ **IPS / IDS / SIEM implementation**

▶ **Firewall Management** — **Palo Alto, Sophos, Checkpoint, Snort**

▶ **Security Monitoring (SOC)** — **McAfee, Alien Vault, ArcSight, MaticWatch**

▶ **Vulnerability Assessment & Penetration Testing**

Big Data & Data Science

▶ **Data Warehousing & Mining** - Hadoop based tooling including Apache Parquet , Apache Hive, Pig, Pentaho & Apache Spark

▶ **Data Analytics and AI** - Google TensorFlow & Keras

Cloud Migration & DevOps Adoption

▶ **Experienced in working with** – Amazon Web Services (AWS), Rackspace , Vultr , NTT Verio, Digital Ocean

▶ **Building software delivery pipelines** - Jenkins , Ansible & Terraform

▶ **Train and develop DevOps teams**

Network Operations Center (NOC) Services

▶ **24/7, 365 Network Monitoring**

▶ **Service Monitoring using** - ELK , Nagios , Zabix , Graffana, Prometheus & Consul

▶ **ITIL Trained Personal**

Company

▶ Over 19 years of experience in software development, managing Cloud, Co-location infrastructure & BPO services

▶ You get a team of experts, thus freeing your in-house IT team

▶ Reduce Time to Market : our rapid, reliable development methods reduce the time-to-market products & services

▶ Expand as you Grow : our virtualized infrastructure allows firms to scale easily as they grow

▶ Easy to Manage : One Vendor Solution for all your IT services

Reservations Gateway (Pvt) Limited
4 Geethanjalee Place
Level 4
Colombo 3
Sri Lanka

Tel   :   +94 114645212 / 077 318 0267

Email :   info@rezgateway.com

Web   :   www.rezgateway.com