



iTAC Software AG Choose Open Source & Make a Switch to Payara Server

iTAC Software is happy with the level of commercial support Payara has provided to our company since 2015. All tickets raised were quickly resolved, we are certainly pleased with the Payara Engineering Team reaction time.

Frank Meilinger, iTAC Software

Challenges

iTAC started using Oracle GlassFish 2.1 in 2008. In time, the company started experiencing problems in some areas of the application server (e.g. security updates), with customers of iTAC requesting fixes. Unfortunately, the fixes were not available in GlassFish Open Source Edition. Considering the critical nature of iTAC's product, the company decided they had to address the increasing risks.

Migrating to Oracle Glassfish 4.x meant that iTAC would be losing the commercial support option, since Oracle decided to discontinue their support starting with that version. That's when the company decided to switch – since January 2016, iTAC are running their iTAC.MES.Suite in production on Payara Server.

How Payara Helped

iTAC were keen to use an open source application server, however they also needed an option to use professional support - this was no longer available from Oracle. When reviewing other application servers and comparing them to Payara Server, iTAC saw a huge gap in terms of other products' compatibility between their open source and commercially supported versions. This was not the case for Payara Server.

As long-term GlassFish users, iTAC appreciated the many similarities between Payara Server and GlassFish, which made the migration process easier. On top of that, iTAC were very satisfied with Payara Engineers' high level of expertise in Java EE.

Many of iTAC's customers use the iTAC.MES.Suite, which is running on Payara Server in high volume production environments. In order to satisfy compliance requirements, often mandated by OEMs, production equipment is typically tightly integrated into the MES infrastructure. As a result, the complete MES infrastructure must guarantee high availability, robustness, and high performance. iTAC's SLAs guarantee 2-hour reaction time in case of a software issue; those requirements can be achieved for MES and application server now that Payara Production Support is in place.

About iTAC Software AG

iTAC Software AG, an independent company of the mechanical and plant engineering group Dürr, provides Internet-enabled information and communication technologies for the manufacturing industry. Founded in 1998, the company is one of the leading MES providers in Germany. The iTAC.MES.Suite is a cloud-based Manufacturing Execution System that is used worldwide by companies in different industry sectors such as automotive manufacturers and suppliers, electronics/EMS/TC, medical technology, metal processing and energy. Additional services and solutions enable the implementation of industry 4.0 and IIoT requirements. iTAC's philosophy is connecting people, data and systems.

Industry: Computer Software

Location: Montabaur, Germany

Services: Production Support

Technologies: Java EE, GlassFish, Payara Server





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Results & Benefits

With Payara Production Support in place, iTAC can now offer the application server to their customers under the name iTAC.AppServer. The great advantage for iTAC customers is that they no longer have to buy support for their application server from a separate provider. Instead, they can simply call iTAC support regardless of the root cause of a failure. All application server-related issues are then transferred to and resolved by the Payara Support Team.

It is crucial for iTAC to have all their customers under the same level of support and this can now be achieved with Payara Support Services.

The key benefits of using Payara Support for iTAC are:

- Very fast reaction time for support tickets raised
- All issues are resolved quickly and smoothly
- The support portal is easy to use
- iTAC are confident that they can get a quick resolution for potential bugs and issues in their production environment from the Payara Support Team.

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For more information visit www.payara.fish
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