

MicroServices

2017

People matter, results count.

Agenda

- 1 What are MicroServices
- 2 Challenges
- 3 MicroServices Architecture
- 4 Java MicroServices with Spring Cloud



What are MicroServices

Outline

1 What are MicroServices?

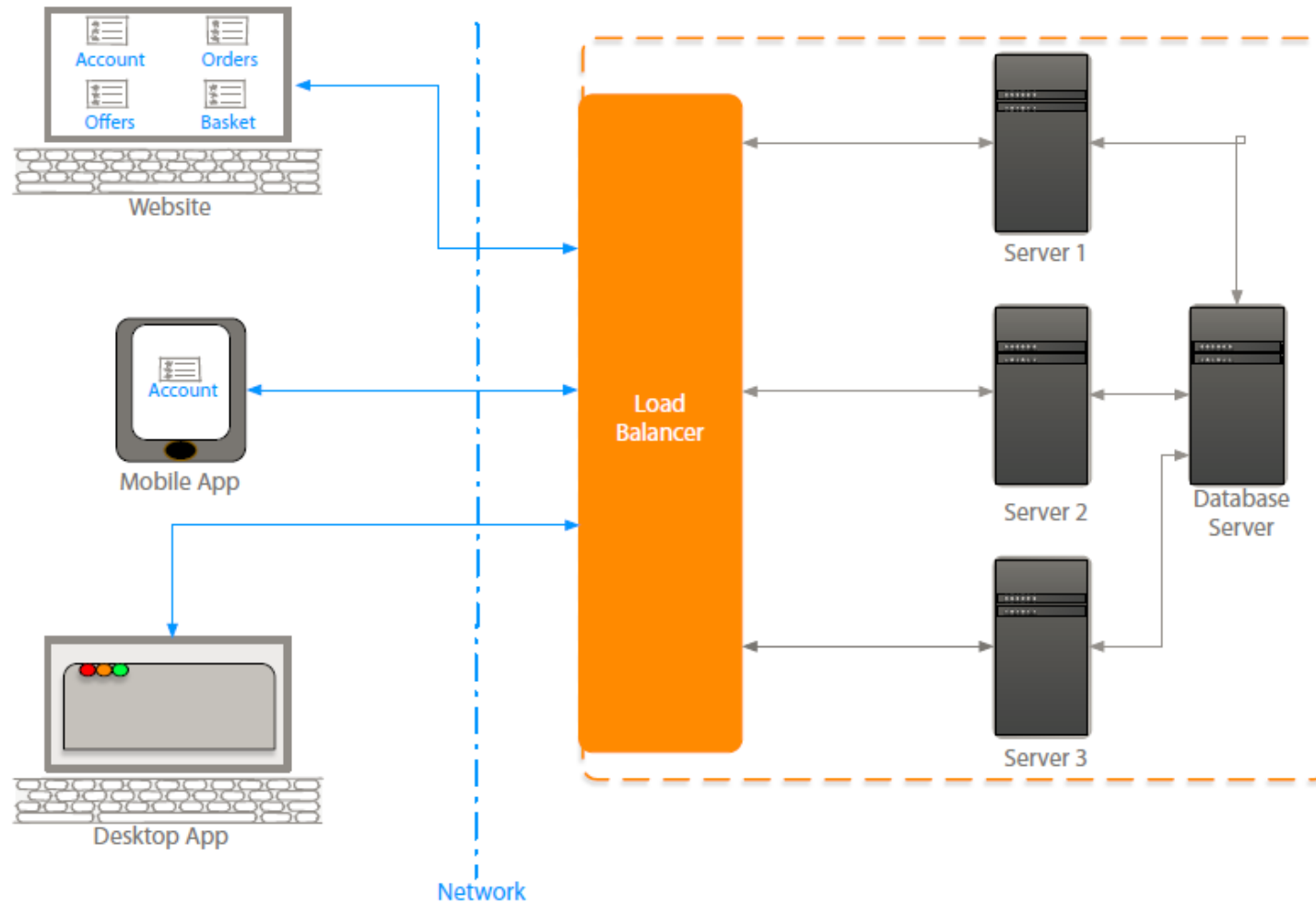
2 Bounded Concepts

What are MicroServices?

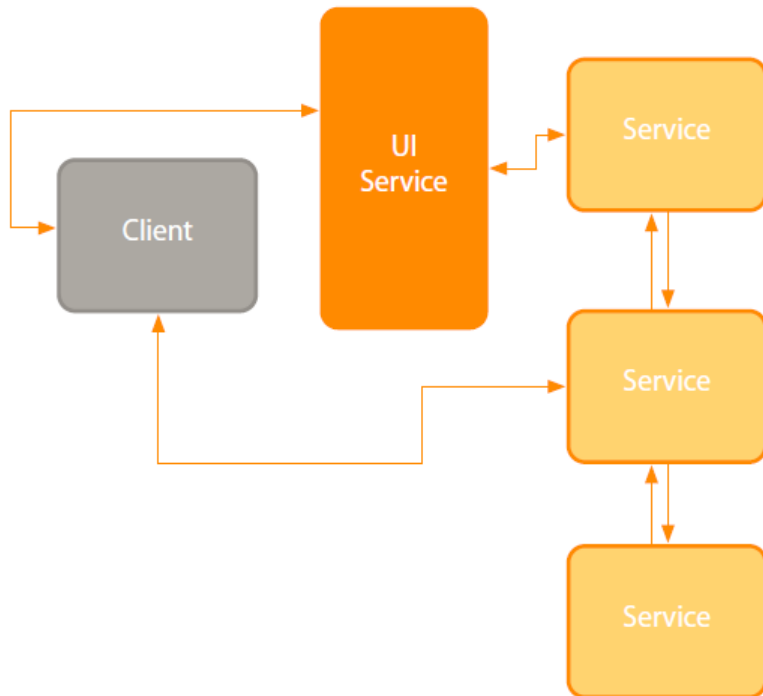
- Loosely Coupled, Service Oriented Architecture (SOA) with Bounded Contexts
 - *Adrian Cockcroft(Netflix)*
- Familiar concepts, reimagined
 - Loosely coupled
 - Deploy any time, no dependencies on anything else
 - SOA with an ESB is not loosely coupled
- Service Oriented Architecture
 - Inherently distributed system
 - But using simpler components (Services)
 - Designed that way, not a reuse mechanism for Silos



What is a Service?

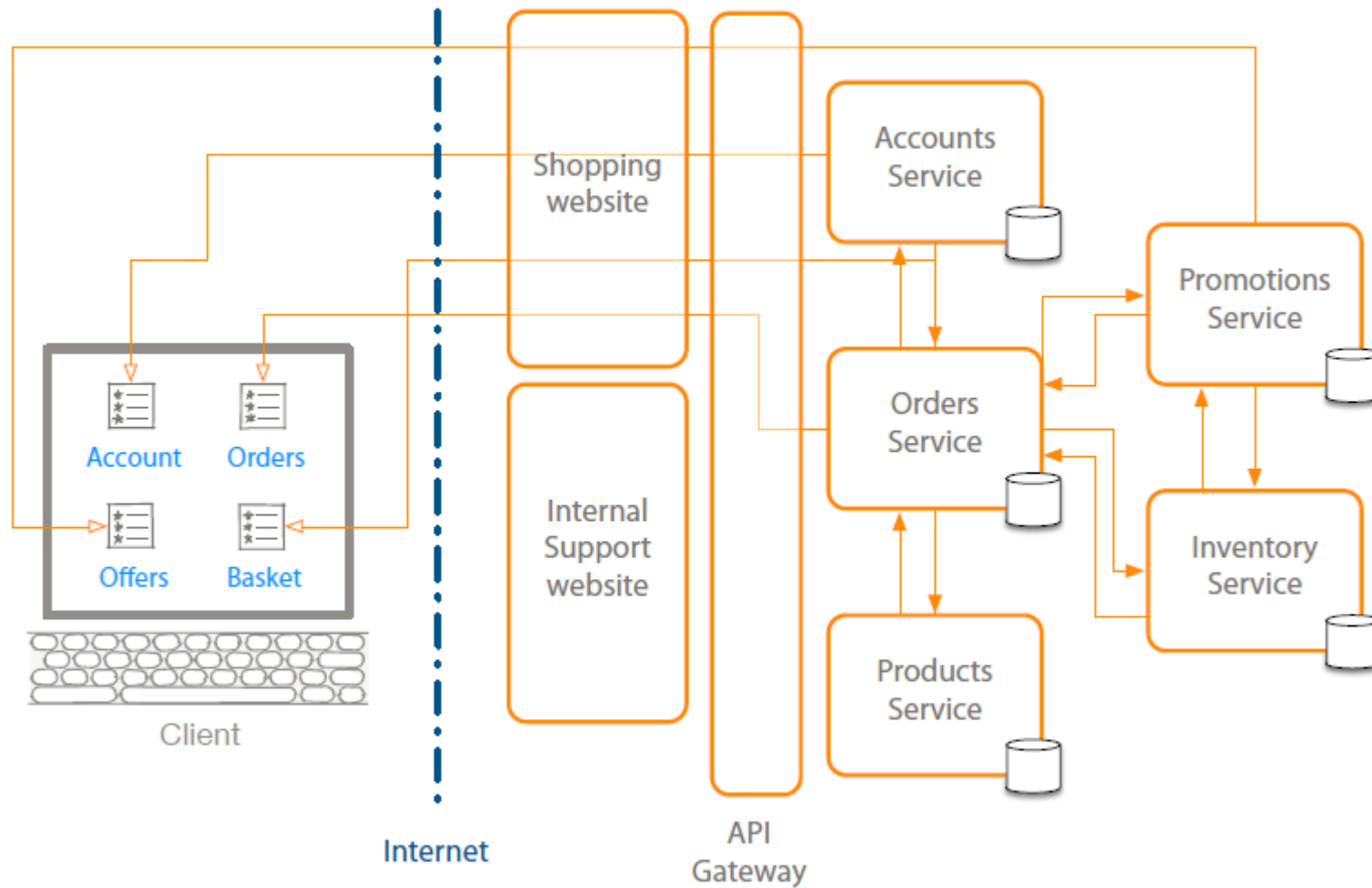


What is a Service?



- SOA done well
 - Knowing how to size a service
 - Traditional SOA resulted in monolithic services
- Micro sized services provide
 - Efficiently scalable applications
 - Flexible applications
 - High performance applications
- Application(s) powered by multiple services
- Small service with a single focus
- Lightweight communication mechanism
 - Both client to service and service to service
- Technology agnostic API
- Independent data storage
- Independently changeable
- Independently deployable
- Distributed transactions
- Centralized tooling for management

MicroServices



Bounded Concepts

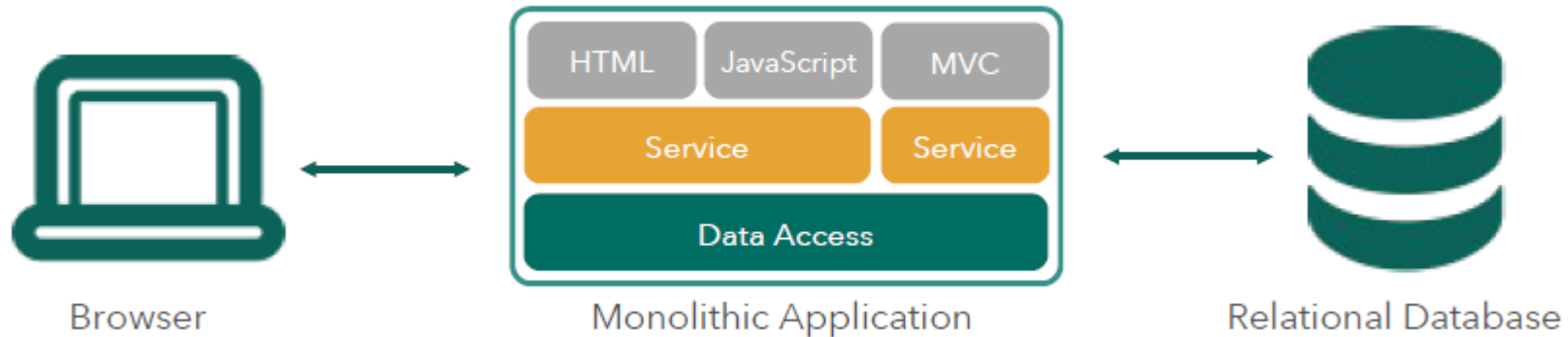
- From Eric Evan's "Domain-Driven Design" book
 - The setting in which a word or a statement appears that determines its meaning
- Given a central concept, each use is a separate context
 - Example: "reservation" in an airline booking system
- Difficult in an single "monolithic" application
 - Easier with microservices
 - Each can implement the same concept to suit their use of it
 - Each is free to have its own independent representation
- A self-consistent subset of the domain used by a micro-service

Three Tenets of MicroServices

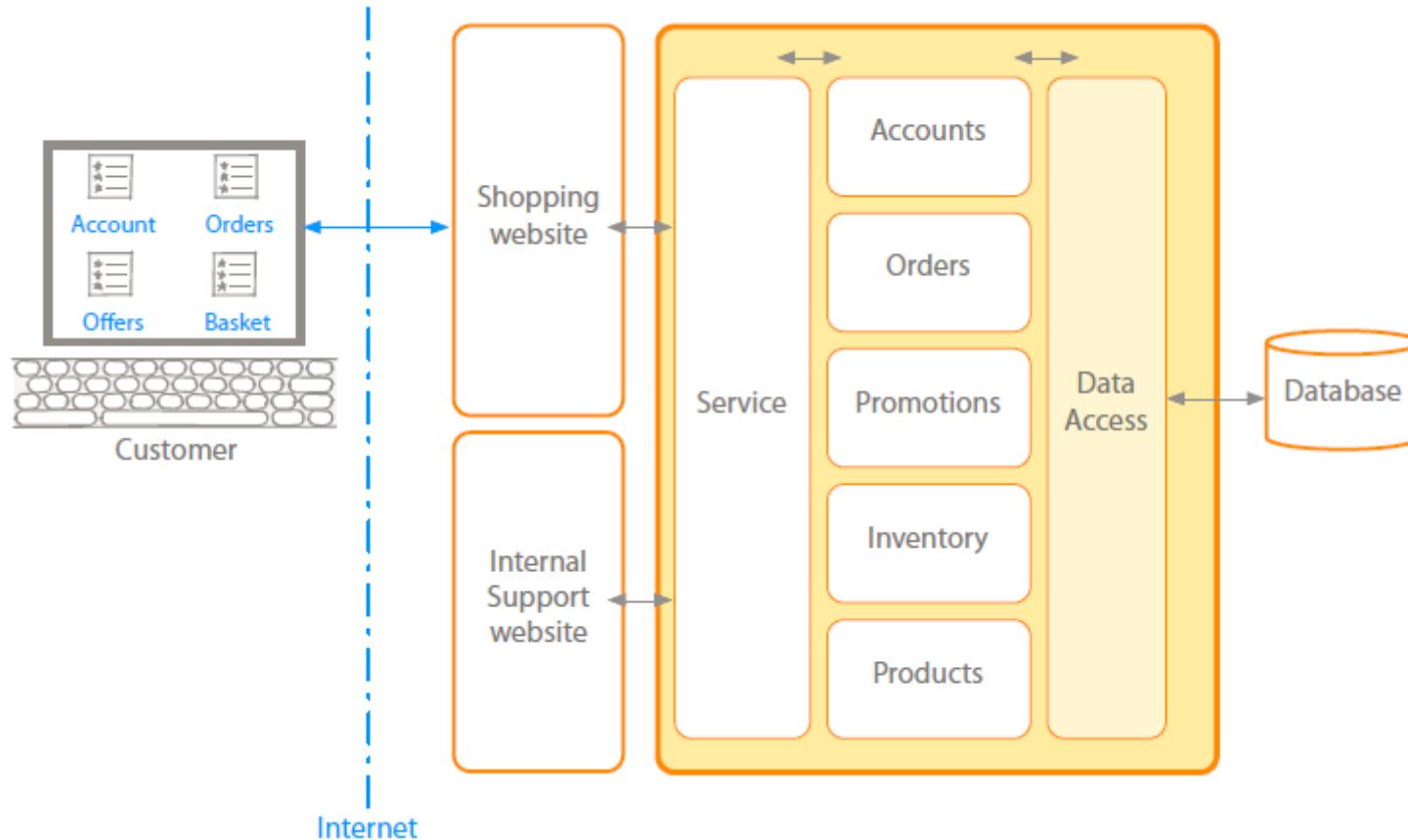
- Gary Ollifee, research director at Gartner
 - Consuming services separate from provisioning services
 - Separating infrastructure management from the delivery of the application capability
 - Using a PaaS like Cloud Foundry
 - Separating teams and decoupling services
 - Each can be built, enhanced and deployed separately
 - Embrace Dev Ops to do this successfully

Monolithic Architecture

- How apps have traditionally been developed
 - Large, involved code-base
 - Infrequent updates
 - Risky to make small changes



MicroServices: Monolithic

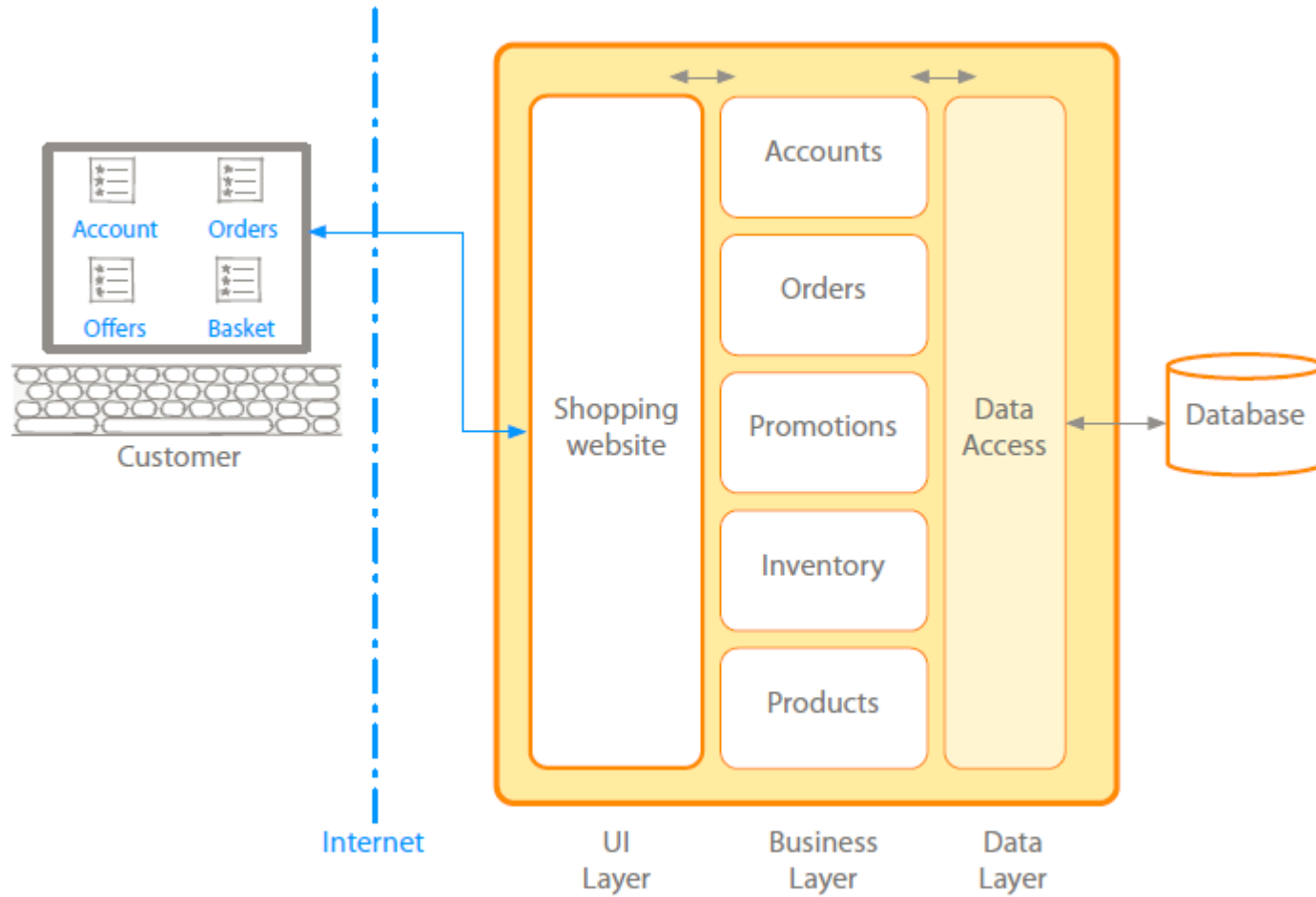


MicroServices: Monolithic

Typical enterprise application

- No restriction on size
- Large codebase
- Longer development times
- Challenging deployment
- Inaccessible features
- Fixed technology stack
- High levels of coupling
 - Between modules
 - Between services
- Failure could affect whole system
- Scaling requires duplication of the whole
- Single service on server
- Minor change could result in complete rebuild
- Easy to replicate environment

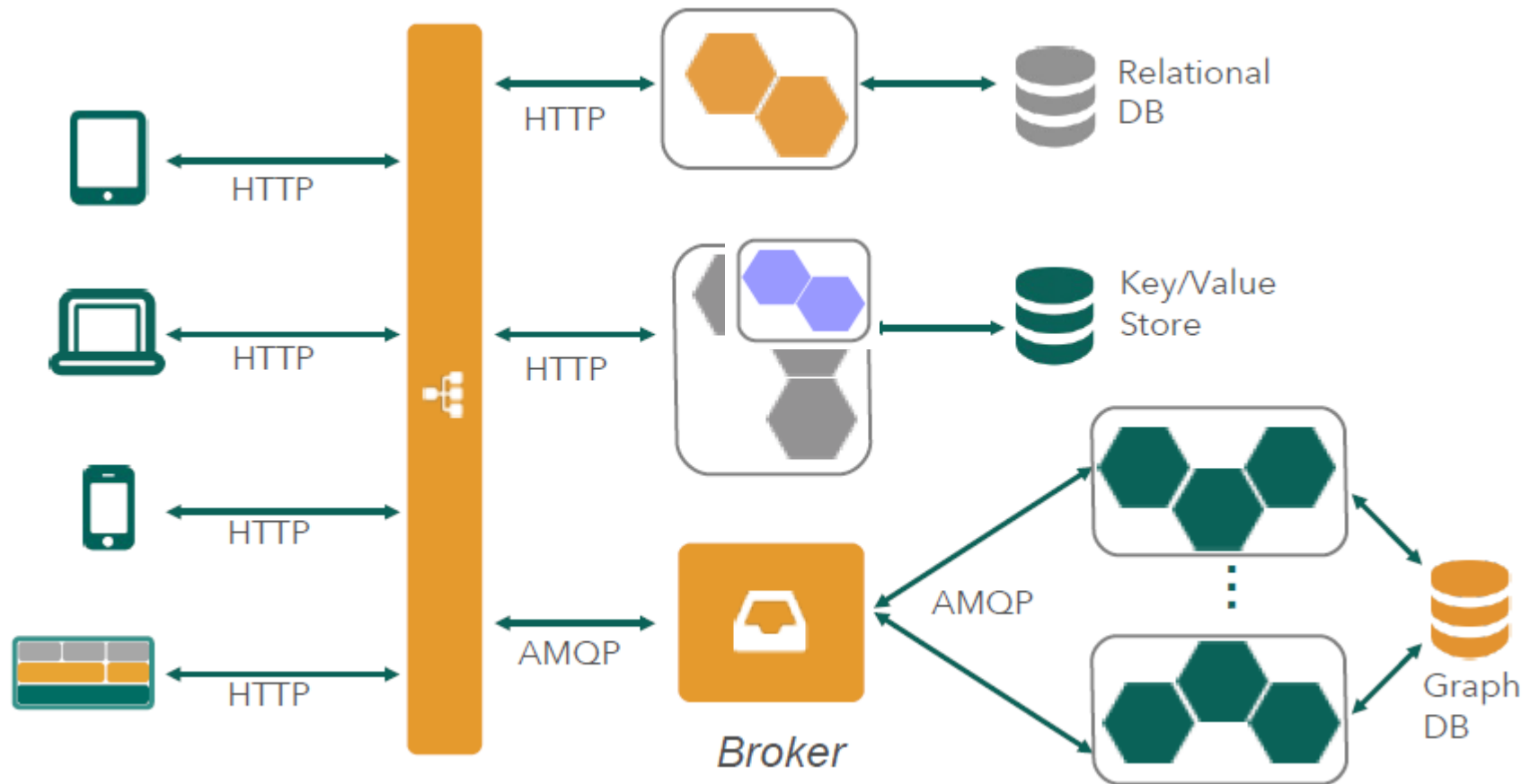
MicroServices: Monolithic



Microservices Architecture



- Decompose into collaborating components



Trade-Off

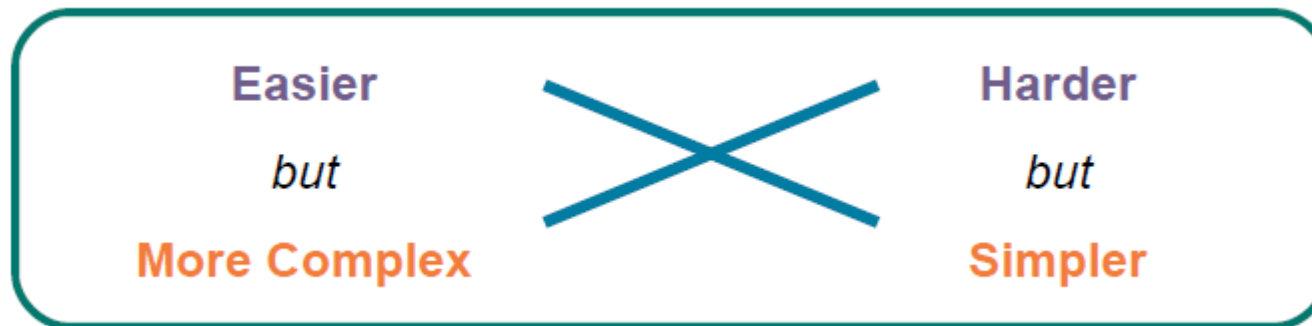


■ Monolith

- Easier to build
- But ultimately more complex to enhance and maintain
- Scaling Up (bigger processors) limited

■ Microservices

- Harder to build
- But ultimately simpler to extend, enhance and maintain
- Scaling Out (more processes) easier



Summary

Bounded Concepts

Monolithic Architecture

Microservices Architecture

Trade-Off



Challenges

Outline

- 1 Qualification Test
- 2 Route To Microservices: Existing App
- 3 Decomposing the Monolith
- 4 Refactoring to Microservices Architecture
- 5 Route To Microservices: New App
- 6 Transactions
- 7 Deployment Challenges
- 8 Microservices and Cloud Foundry

Qualification Test

- Microservices are not for everyone
 - It's as much how you develop as what you develop

• "You must be this tall" to "ride"

Microservices

- Rapid provisioning
- Basic monitoring
- Rapid Application Development
- Devops culture

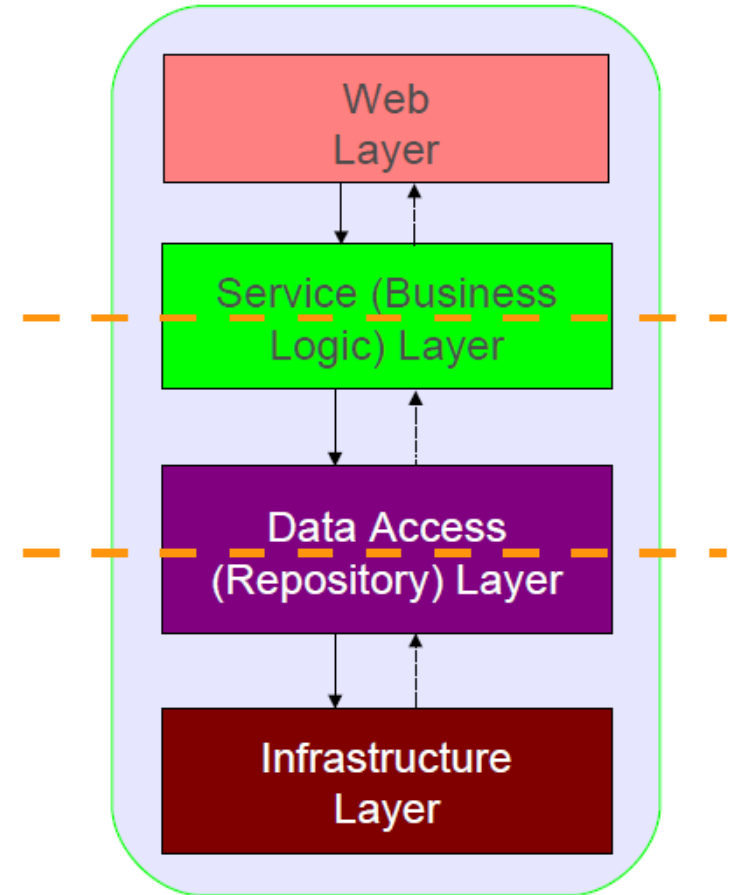


Route To Microservices: Existing App

- Develop new functionality as microservice(S) around existing Monolith
 - Use Facades/Adapters/Translators to integrate them
- Strangle the Monolith
 - Refactor existing monolith functionality into new microservice(s)
 - Long-term evolution:
 - Monolith wither to nothing
 - Or is reduced to a solid, reliable core that is not worth refactoring (becuase we know it works)

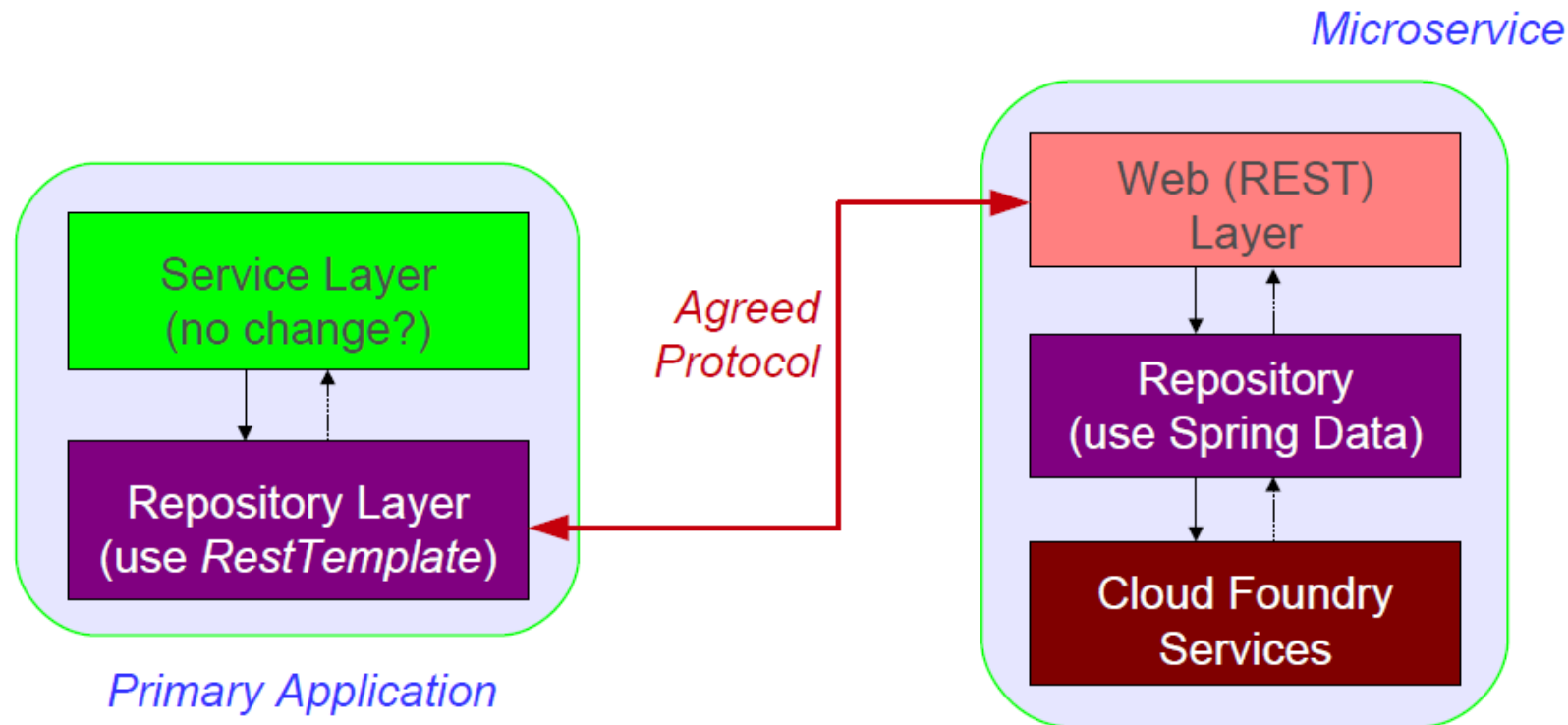
Decomposing the Monolith

- Many Java applications use the classic three layer architecture
 - Services (business logic)
 - Repositories (data access)
 - Infrastructure (interface to external resources)
 - Web-layer(optional), other interfaces possible
- Refactor into two processes



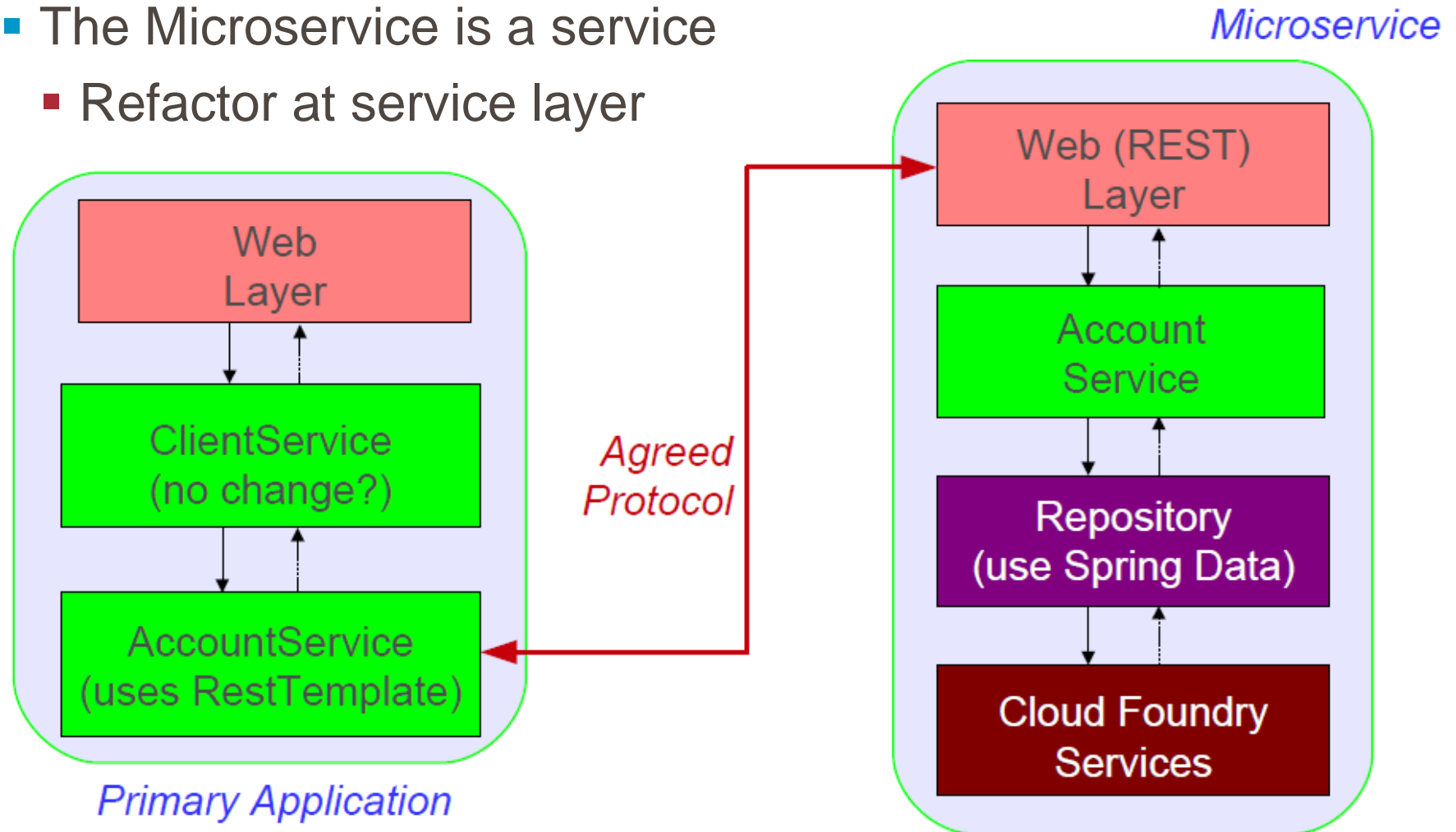
Refactoring to Microservices Architecture

- Refactor the repository to talk to the microservice
 - Any protocol you like, here using REST
 - Microservices talks to CF Services



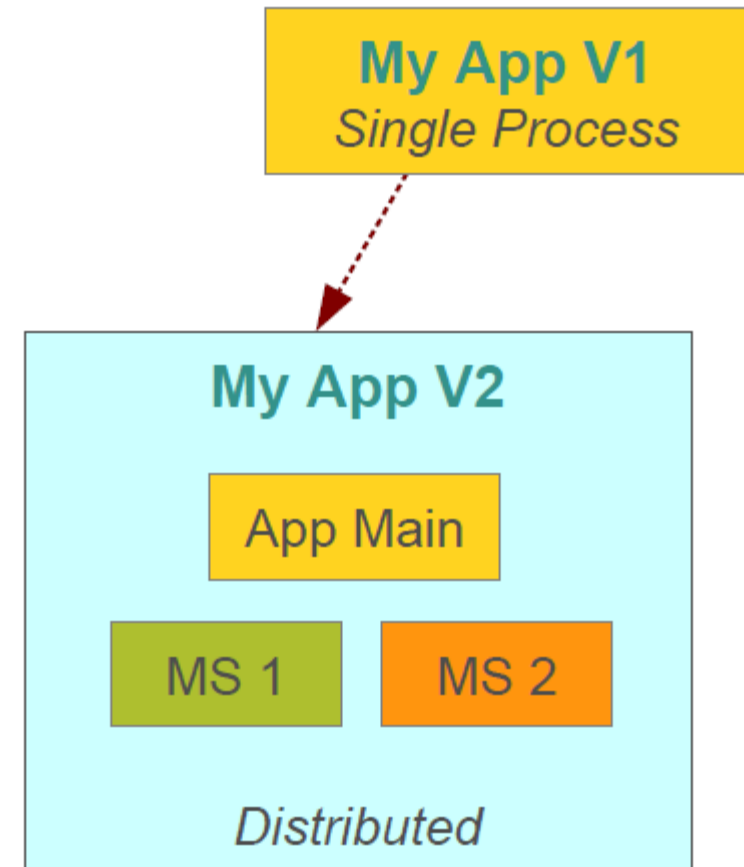
Refactoring to Microservices Architecture

- The Microservice is a service
 - Refactor at service layer



Route To Microservices: New App

- Start with a "Monolith"
 - Keep it simple, at first
 - Single process application
 - Apply 12-factor patterns
 - Cloud-ready even at this stage
- As it grows
 - Decompose into micro-services
 - Enables separately manageable and deployable units
 - Each can use own storage solution (polyglot persistence)



Transactions - I

- What happens if I need to co-ordinate a change to multiple microservices at the same time?
 - Transactions help with consistency, but force significant temporal coupling
 - Distributed transactions are notoriously difficult to implement
- Microservice architecture emphasize transaction less coordination between services,
 - Eventual consistency is all you can guarantee
 - Problems are dealt with by "compensating" operations.
 - A transaction to undo a previous transaction

Transactions - II

- Many business already do this
 - But it's new to developers
- Business may choose to handle a degree of inconsistency in order to respond quickly to demand
 - Define a reversal process to deal with mistakes
 - Trade-Off is worth it if cost of fixing mistakes is less than the cost of lost business

Deployment Challenges - I

- Inherently more complex, distributed architecture
- We need to support
 - Configuration management
 - Service registration and discovery
 - Routing and load balancing
 - Fault tolerance
 - Monitoring the individual components
 - And also need a global/consolidated view

Deployment Challenges - II

- No microservice is an island- Dr Dave Syer (Pivotal)
 - Must be part of an "archipelago"
- How to handle a whole (composite) system?
 - The "Big A" app
 - CF manifest does some of this, but its static
 - Static vs. dynamic - need "BOSH for microservices" = PCF
 - Decentralized, autonomous capability required
 - Different teams can deploy at any time
 - You own it, you write it, you run it!

Microservices and Cloud Foundry

- what does a microservice application require?
 - Environment provisioning
 - On-demand scaling
 - Failover and resilience
 - Routing and Load balancing
 - Data services ops (BOSH)
- Cloud Foundry gives you all these
 - Don't have to deploy to a Paas, but it works well
 - A naturally symbiotic relationship

Summary

Refactoring to Microservices Architecture

Route to Microservices – New App

Transactions.

Deployment Challenges

Microservices and Cloud Foundry.

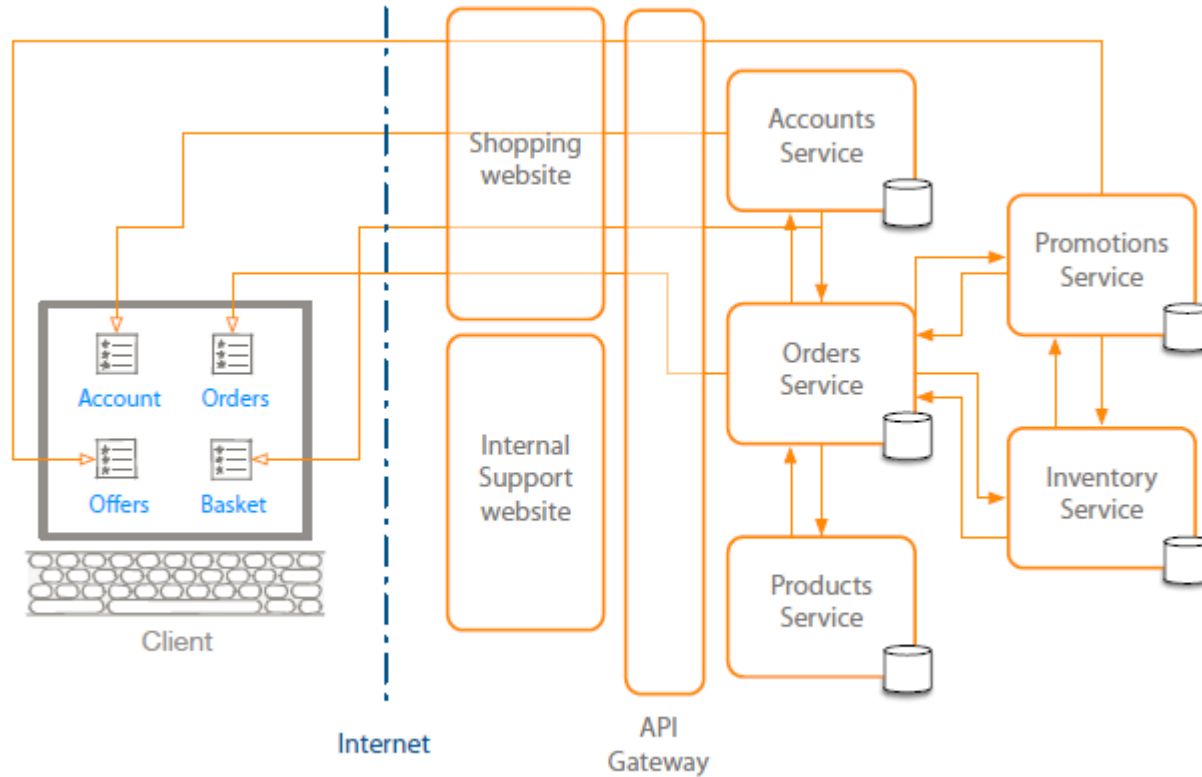


MicroServices Architecture

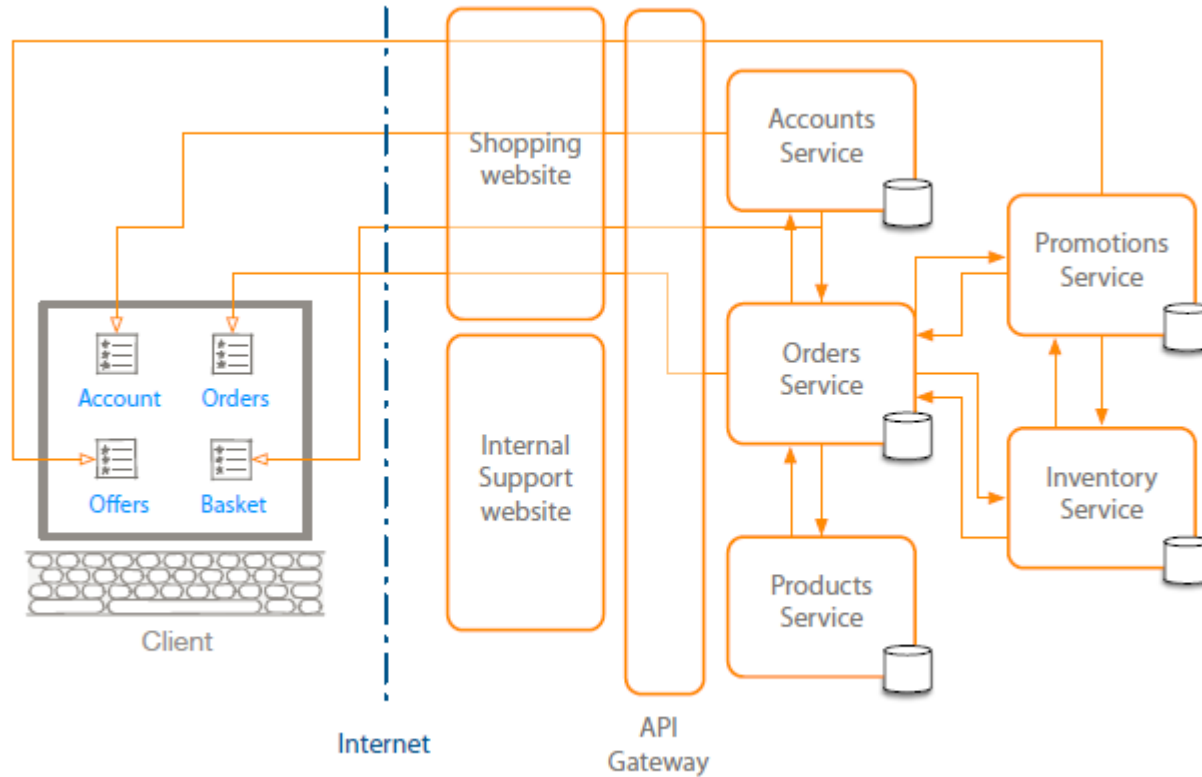
Outline

- 1 Emergence of MicroServices
- 2 Design Principles Of MicroServices
- 3 Approaches of MicroServices
- 4 Technology for Microservices
- 5 Moving Forwards with MicroServices

Emergence of MicroServices



Emergence of MicroServices



Emergence of MicroServices

Shorter development times

- Reliable and faster deployment
- Enables frequent updates
- Decouple the changeable parts
- Security
- Increased uptime
- Fast issue resolution
- Highly scalable and better performance
- Better ownership and knowledge
- Right technology
- Enables distributed teams

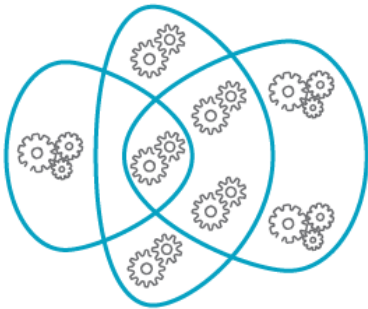
Monolith to Microservices – The Journey

Architecture Paradigms

ONE SIZE FITS ALL

<2000

Monolithic Approach / 1st Platform

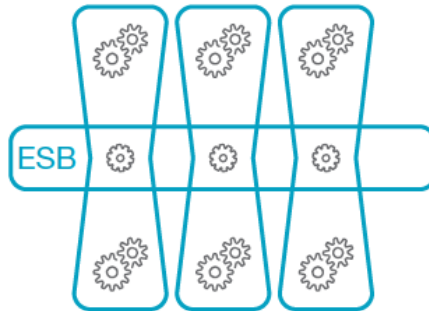


A software design pattern that includes all functional and non-functional features into one “box.”

FINE-GRAINED COMPONENTS

2000–2010

Service-oriented / 2nd Platform

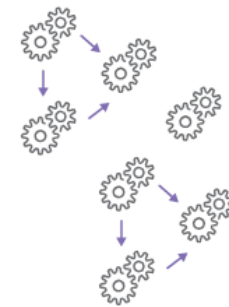


SOA is mainly about “exposing” discrete components of an application as web services.

SUPERFINE

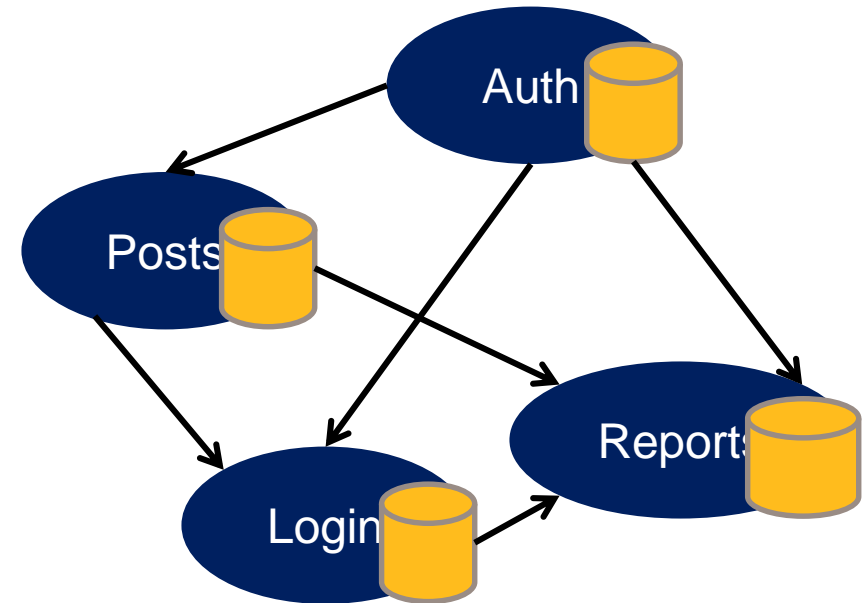
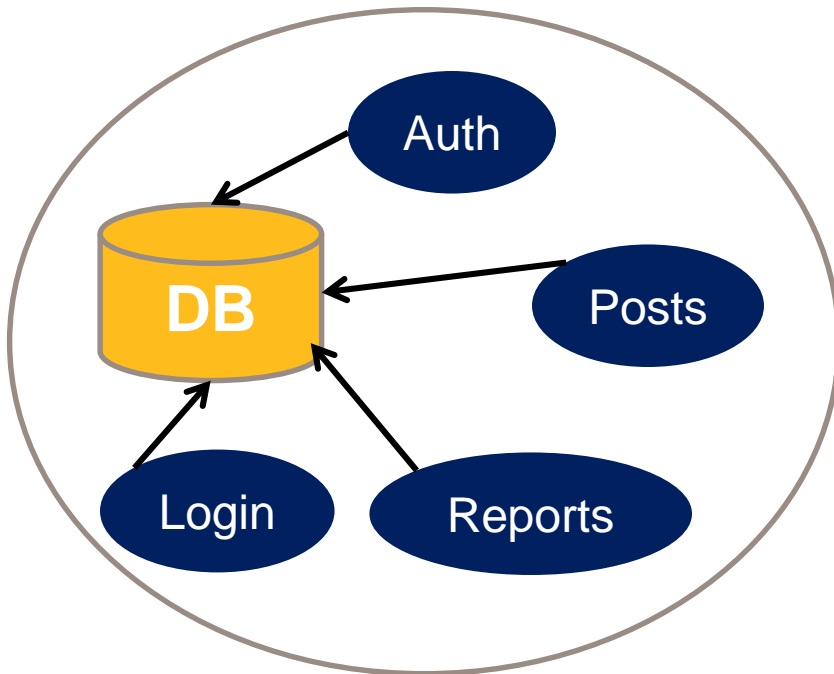
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Microservices / 3rd Platform

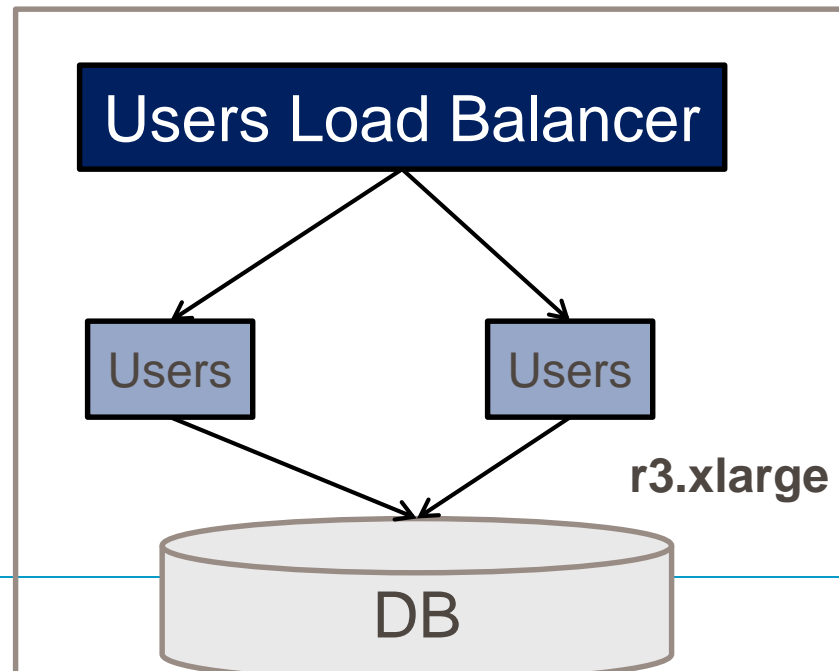
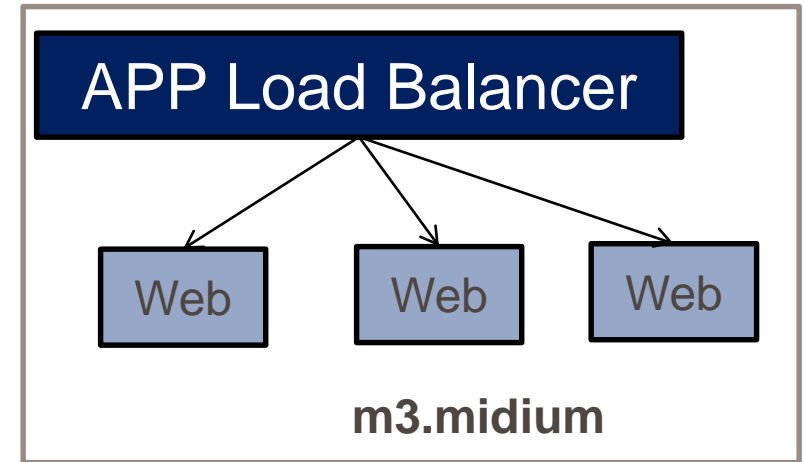
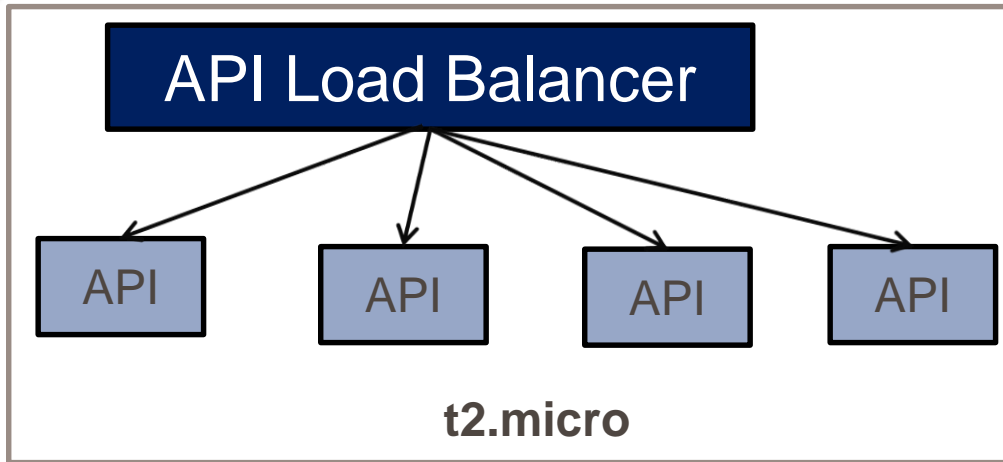


Independent application services delivering one single business capability in an independent, loosely connected and self-contained fashion.

Monolithic Vs MicroServices



Better Hardware Utilization



MicroServices Vs SOA

- **Microservices**

- Single distributed System
- Accelerated Realization of Benefits
- Specialization of SOA
- Application Centric
- Business Ambitious

- **SOA**

- Large Distributed System
- Overall Business Transformation
- Large Scope
- Spanning Multiple System
- Enterprise wide changes
- Business Goals

Design Principles Of MicroServices

High Cohesion

Autonomous

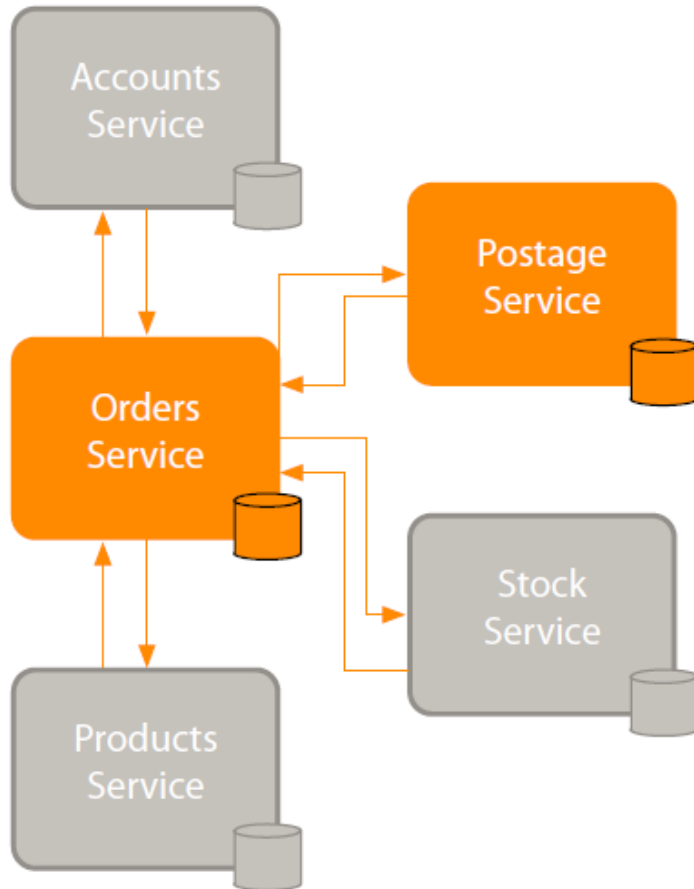
**Business Domain
Centric**

Resilience

Observable

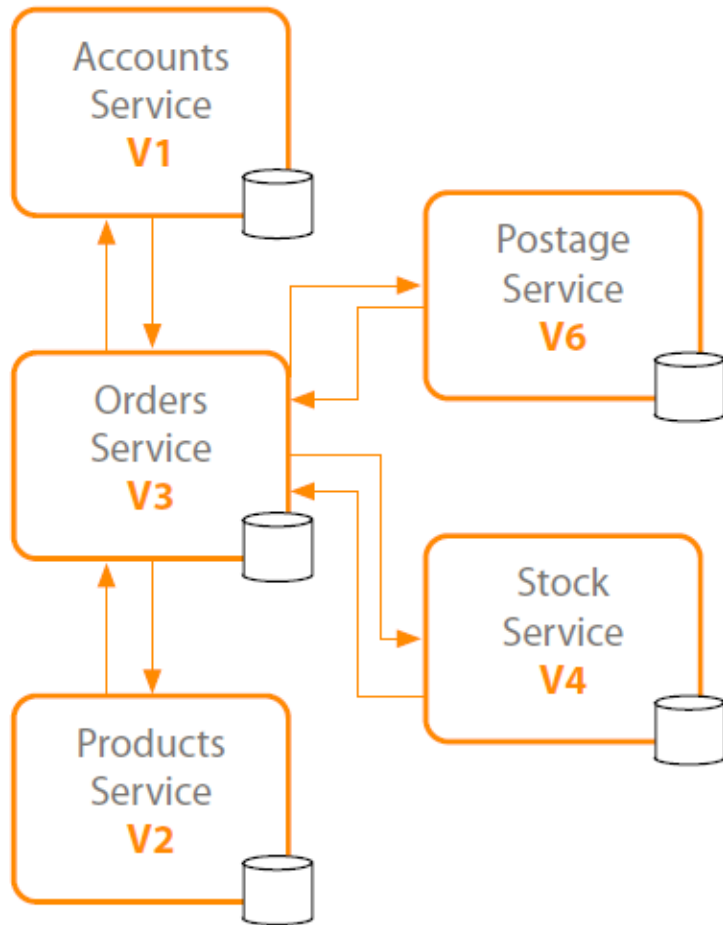
Automation

Design Principles Of MicroServices : High Cohesion



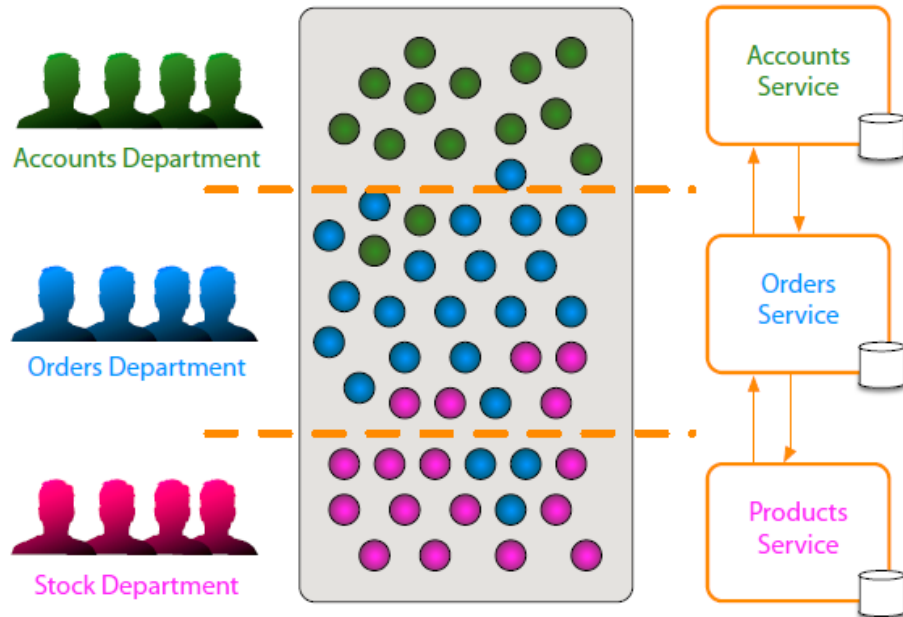
- Single focus
- Single responsibility
 - SOLID principle
 - Only change for one reason
- Reason represents
 - A business function
 - A business domain
- Encapsulation principle
 - OOP principle
- Easily rewritable code
- Why
 - Scalability
 - Flexibility
 - Reliability

Design Principles Of MicroServices : Autonomous



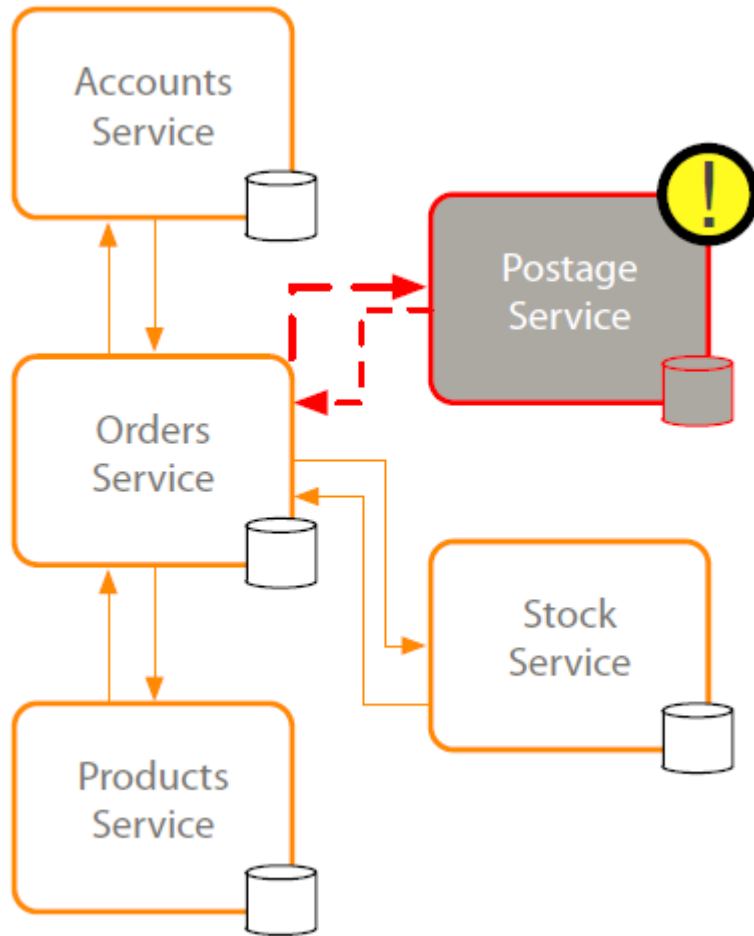
- Loose coupling
- Honor contracts and interfaces
- Stateless
- Independently changeable
- Independently deployable
- Backwards compatible
- Concurrent development

Design Principles Of MicroServices : Business Domain Centric



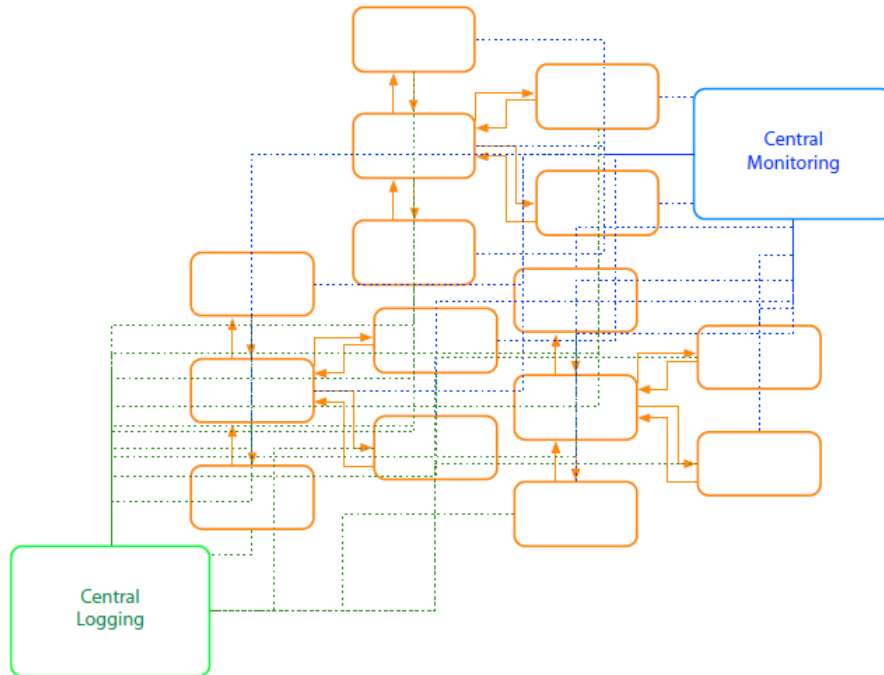
- Service represents business function
 - Accounts Department
 - Postage calculator
- Scope of service
- Bounded context from DDD
- Identify boundaries\seams
- Shuffle code if required
 - Group related code into a service
 - Aim for high cohesion
- Responsive to business change

Design Principles Of MicroServices : Resilience



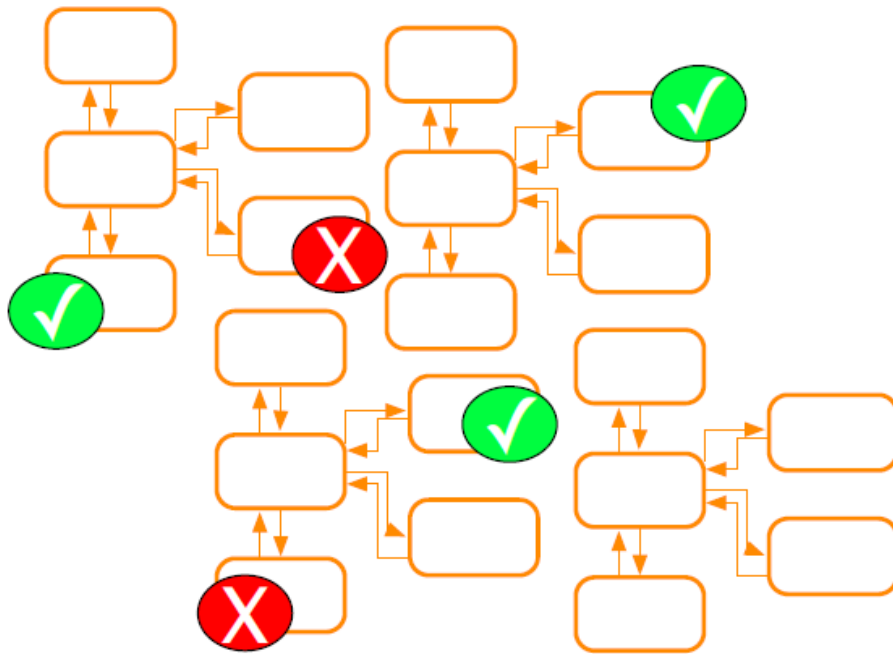
- Embrace failure
 - Another service
 - Specific connection
 - Third-party system
- Degrade functionality
- Default functionality
- Multiple instances
 - Register on startup
 - Deregister on failure
- Types of failure
 - Exceptions\Errors
 - Delays
 - Unavailability
- Network issues
 - Delay
 - Unavailability
- Validate input
 - Service to service
 - Client to service

Design Principles Of MicroServices : Observable



- System Health
 - Status
 - Logs
 - Errors
- Centralized monitoring
- Centralized logging
- Why
 - Distributed transactions
 - Quick problem solving
 - Quick deployment requires feedback
 - Data used for capacity planning
 - Data used for scaling
 - Whats actually used
 - Monitor business data

Design Principles Of MicroServices : Automation

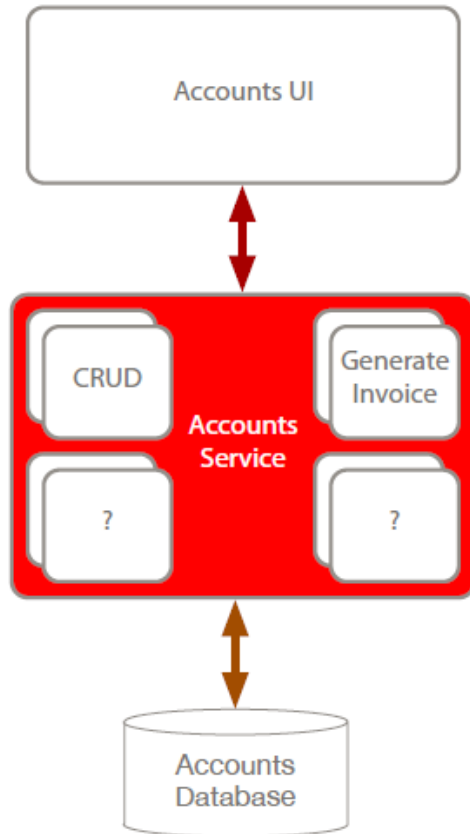


- Tools to reduce testing
 - Manual regression testing
 - Time taken on testing integration
 - Environment setup for testing
- Tools to provide quick feedback
 - Integration feedback on check in
 - Continuous Integration
- Tools to provide quick deployment
 - Pipeline to deployment
 - Deployment ready status
 - Automated deployment
 - Reliable deployment
 - Continuous Deployment
- Why
 - Distributed system
 - Multiple instances of services
 - Manual integration testing too time consuming
 - Manual deployment time consuming and unreliable



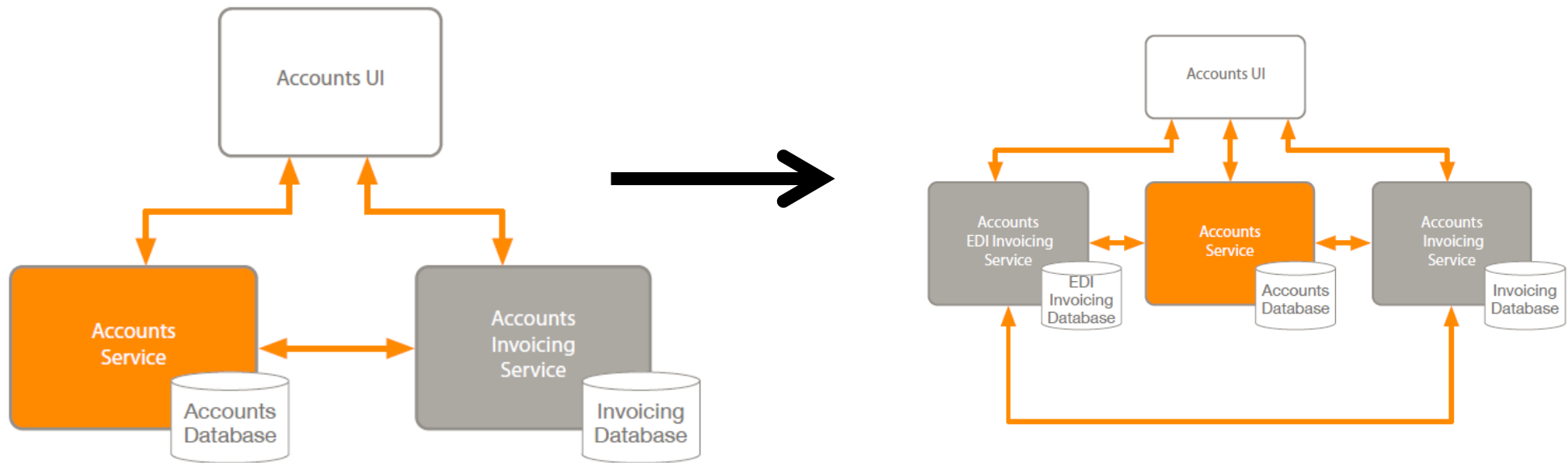
Approaches of MicroServices

Approach: High Cohesion

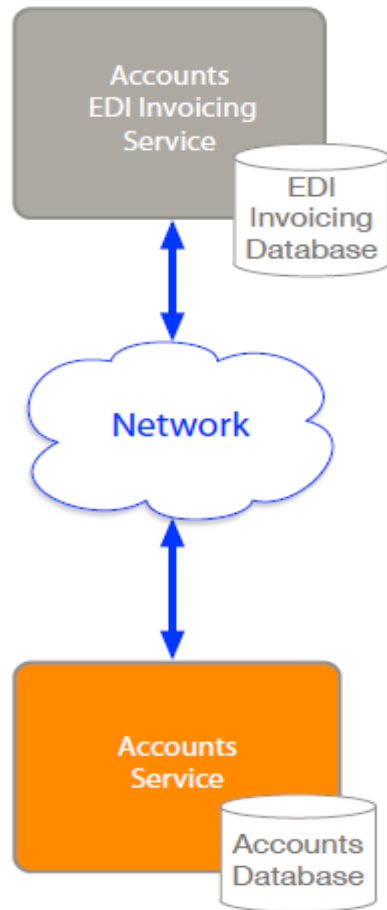


- Identify a single focus
 - Business function
 - Business domain
- Split into finer grained services
- Avoid “Is kind of the same”
- Open to create many Services
- Question in code\peer reviews
 - Can this change for more than one reason

Approach: High Cohesion

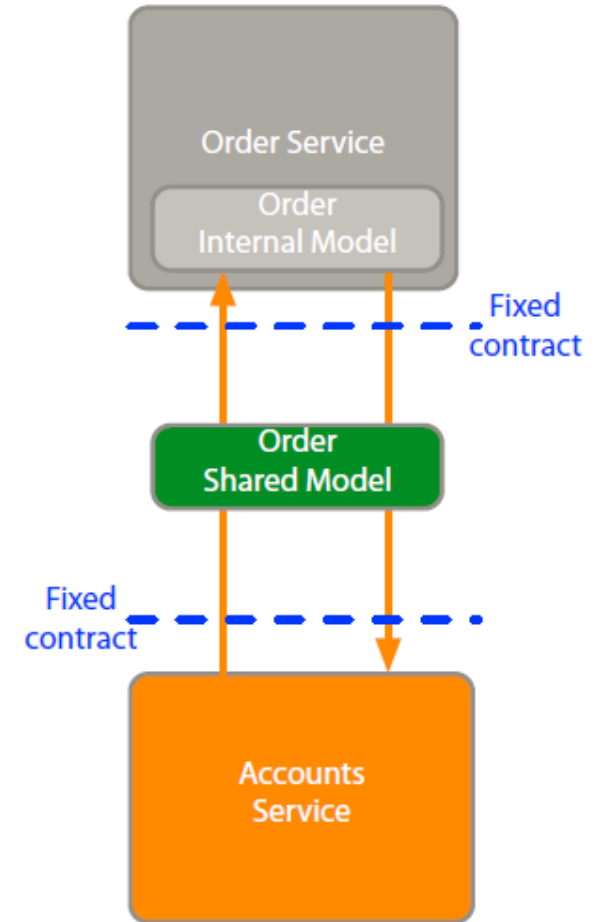
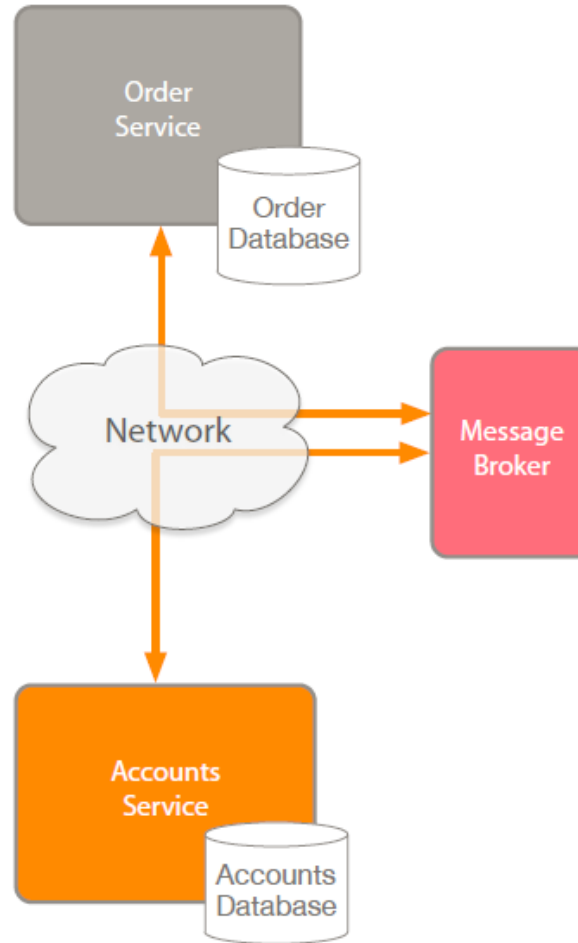
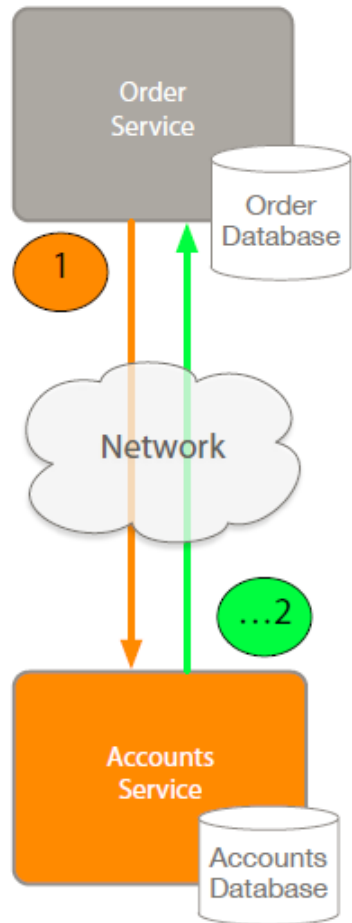


Approach: Autonomous

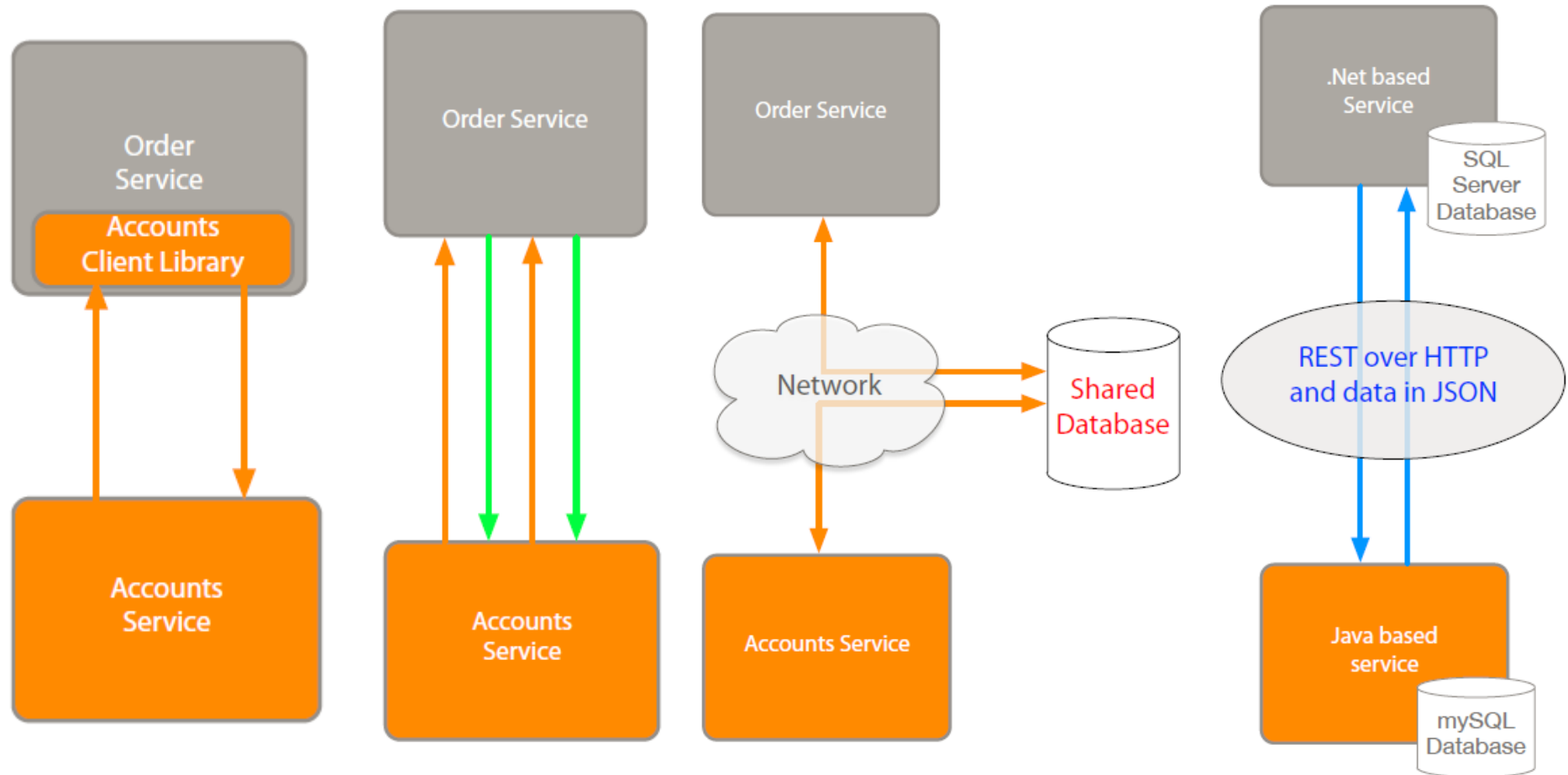


- Loosely coupled
 - Communication by network
 - Synchronous
 - Asynchronous
 - Publish events
 - Subscribe to events
- Technology agnostic API
- Avoid client libraries
- Contracts between services
 - Fixed and agreed interfaces
 - Shared models
 - Clear input and output
- Avoid chatty exchanges between services
- Avoid sharing between services
 - Databases
 - Shared libraries

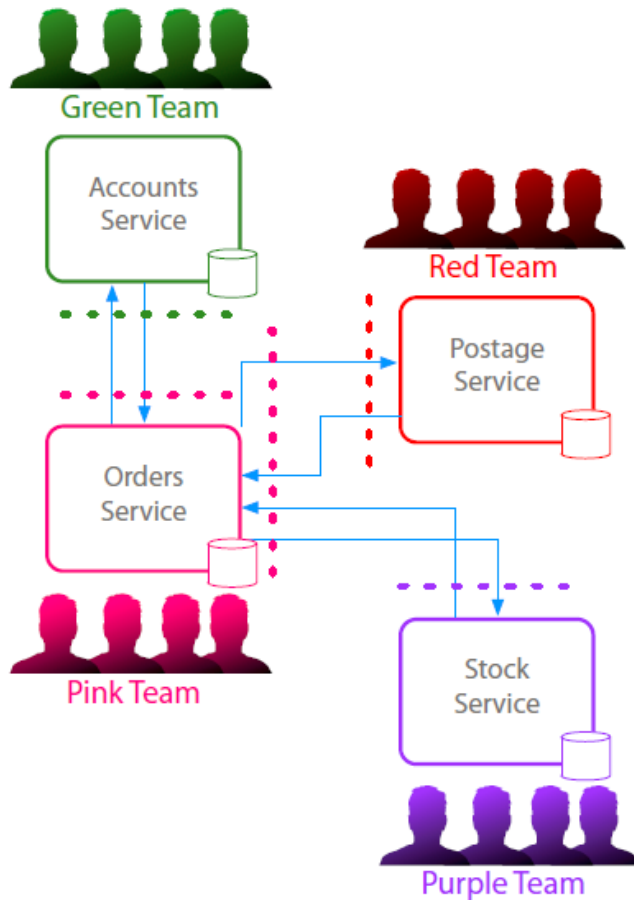
Approach: Autonomous



Approach: Autonomous

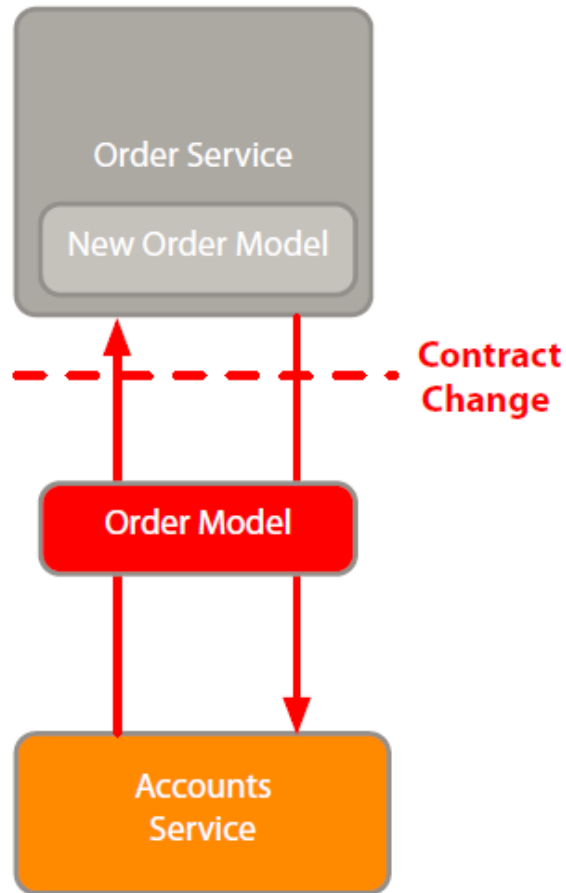


Approach: Autonomous



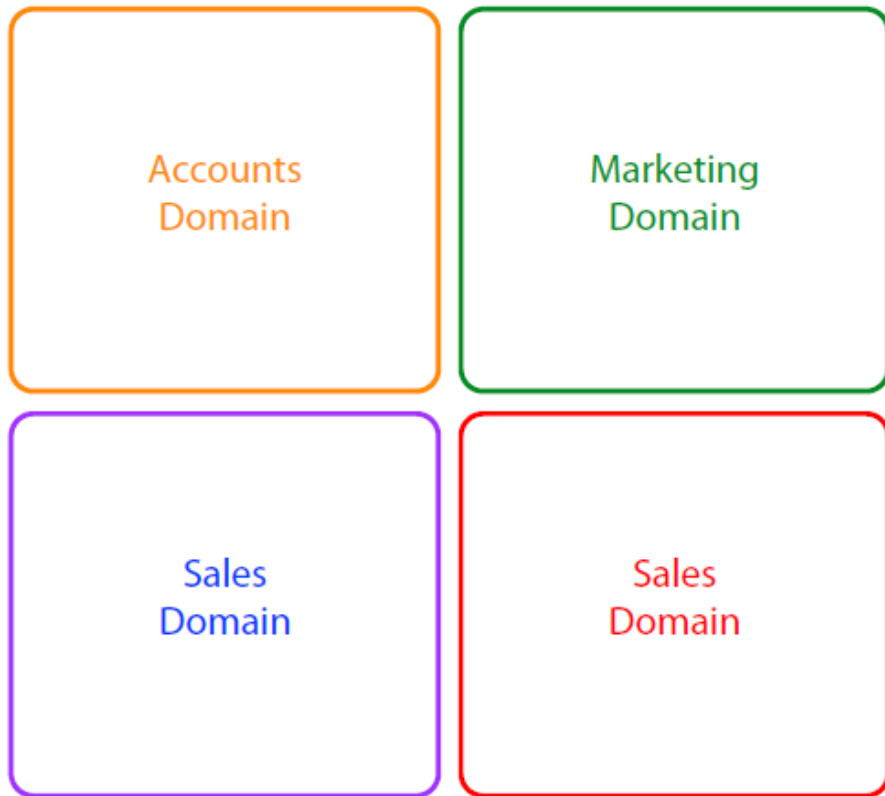
- •Microservice ownership by team
 - Responsibility to make autonomous
 - Agreeing contracts between teams
 - Responsible for long-term maintenance
 - Collaborative development
 - Communicate contract requirements
 - Communicate data requirements
 - Concurrent development

Approach: Autonomous



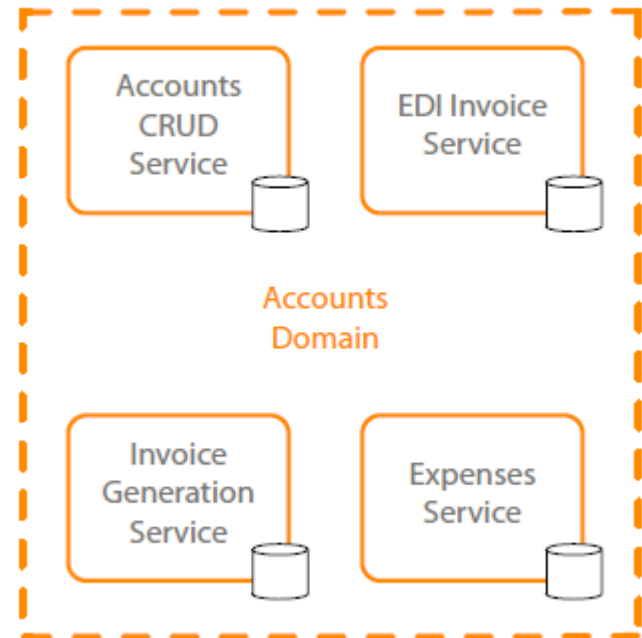
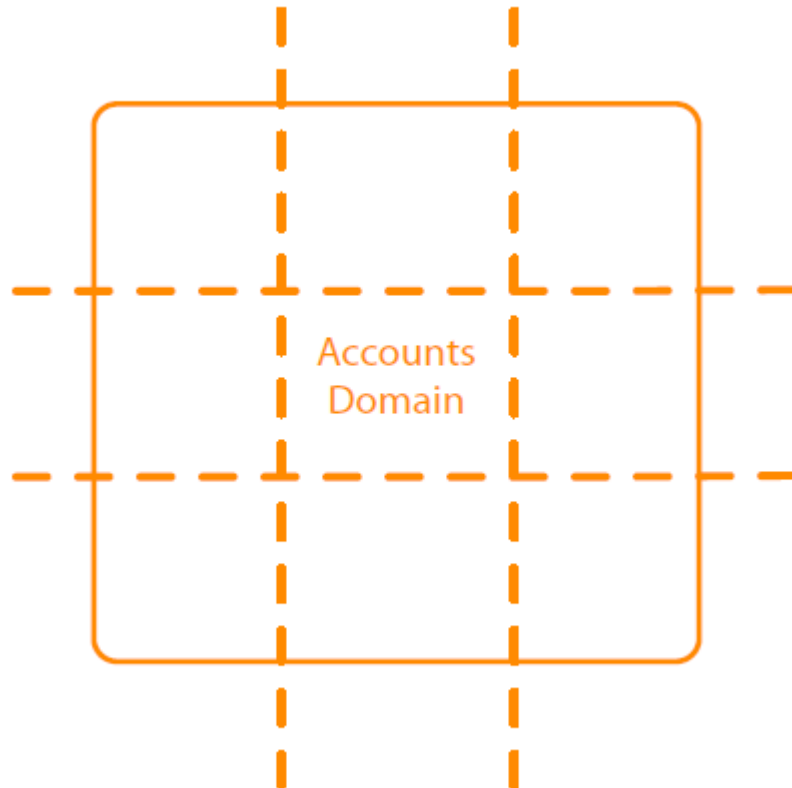
- Versioning
 - Avoid breaking changes
 - Backwards compatibility
 - Integration tests
 - Have a versioning strategy
 - Concurrent versions
 - Old and new
 - Semantic versioning
 - Major.Minor.Patch (e.g. 15.1.2)
 - Coexisting endpoints
 - /V2/customer/

Approach: Business Domain Centric

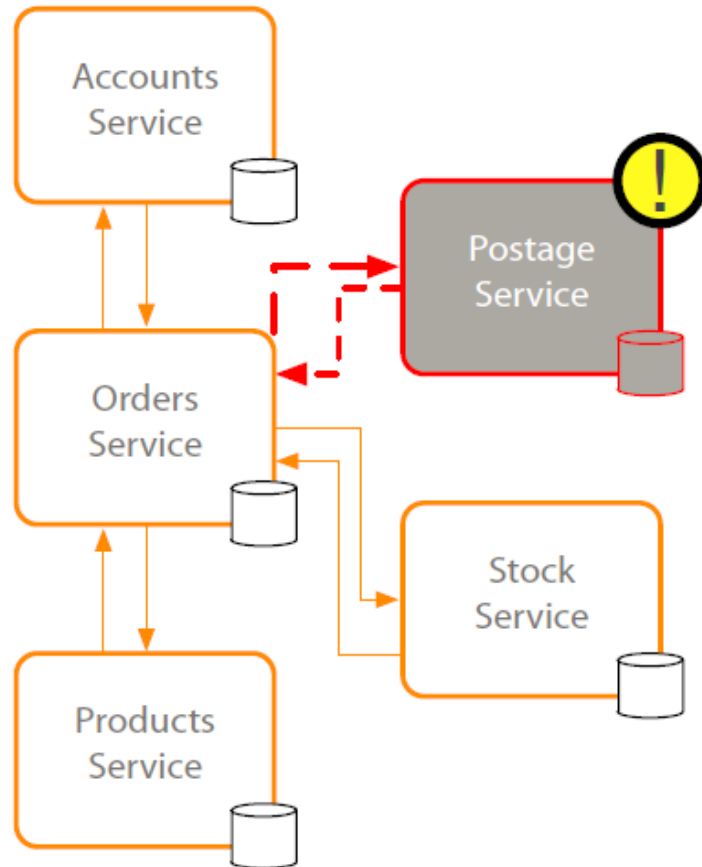


- Business function or business domain approach
 - Identify business domains in a coarse manner
 - Review sub groups of business functions or areas
 - Review benefits of splitting further
 - Agree a common language
- Microservices for data (CRUD) or functions
- Fix incorrect boundaries
 - Merge or split
- •Explicit interfaces for outside world
- •Splitting using technical boundaries
 - Service to access archive data
 - For performance tuning

Approach: Business Domain Centric

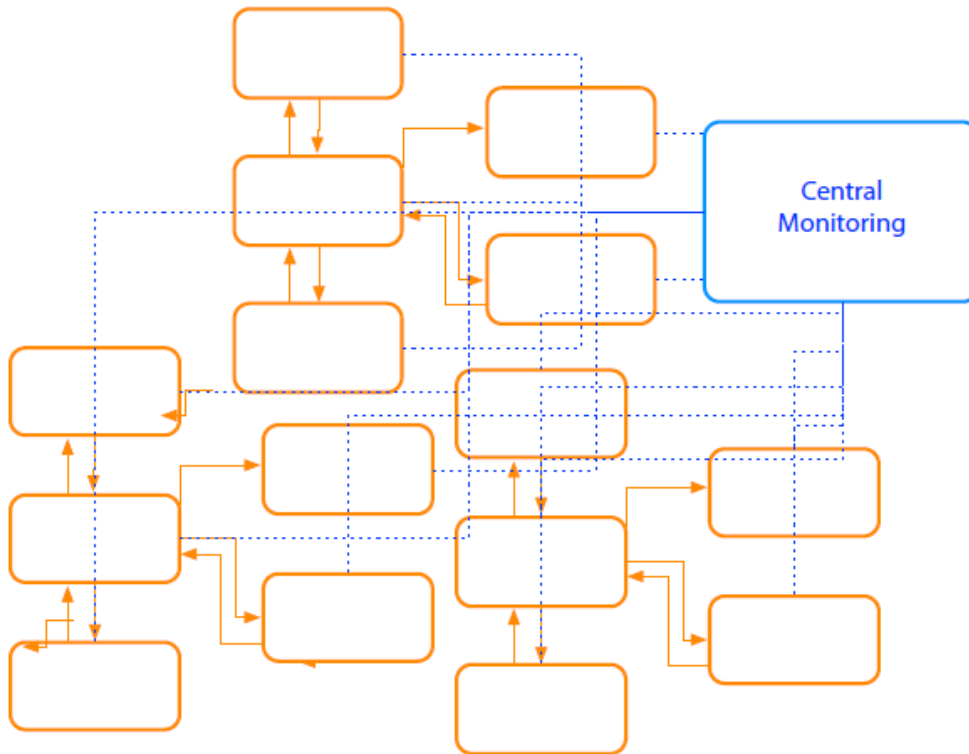


Approach: Resilience



- Design for known failures
- Failure of downstream systems
 - Other services internal or external
- Degrade functionality on failure detection
- Default functionality on failure detection
- Design system to fail fast
- Use timeouts
 - Use for connected systems
 - Timeout our requests after a threshold
 - Service to service
 - Service to other systems
 - Standard timeout length
 - Adjust length on a case by case basis
- Network outages and latency
- Monitor timeouts
- Log timeouts

Approach: Observable



- Centralized monitoring

- Real-time monitoring

Monitor the host

- CPU, memory, disk usage, etc.

Expose metrics within the services

- Response times
 - Timeouts
 - Exceptions and errors

Business data related metrics

- Number of orders
 - Average time from basket to checkout

Collect and aggregate monitoring data

- Monitoring tools that provide aggregation
 - Monitoring tools that provide drill down options

- Monitoring tool that can help visualise trends

- Monitoring tool that can compare data across servers

- Monitoring tool that can trigger alerts

Approach: Observable

■ Centralized Logging

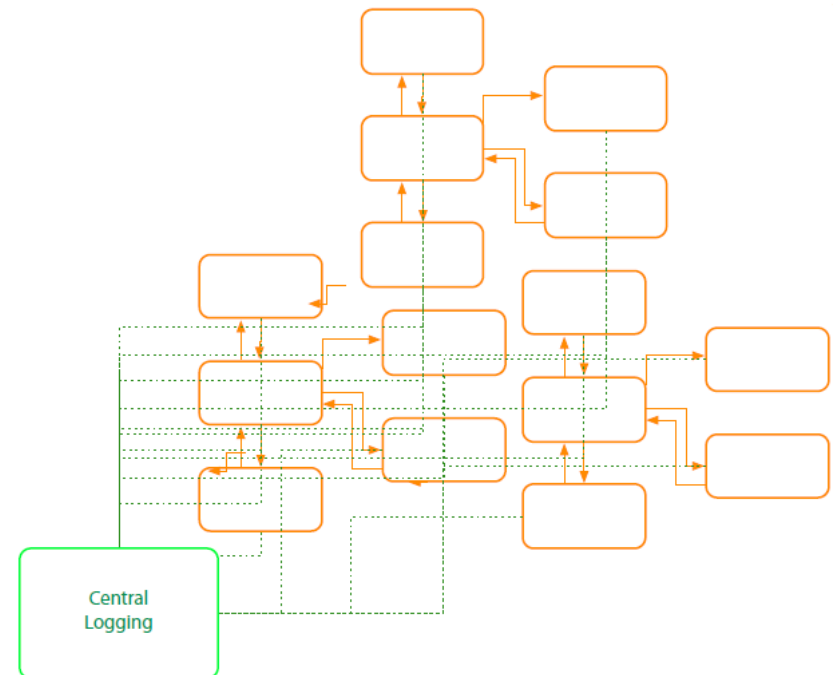
- When to log
 - Startup or shutdown
 - Code path milestones
 - Requests, responses and decisions
 - Timeouts, exceptions and errors

■ Structured logging

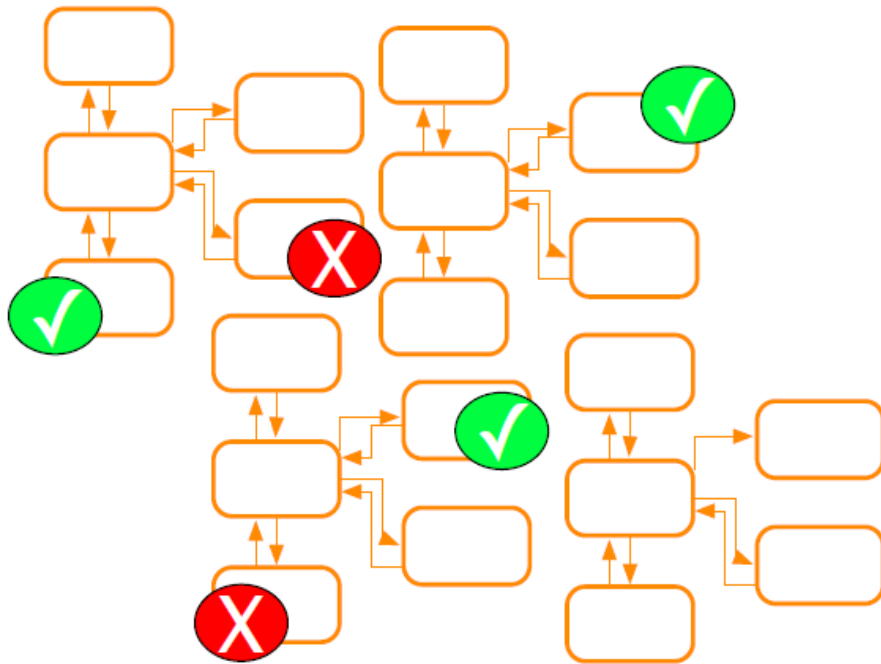
- Level
 - Information
 - Error
 - Debug
 - Statistic
- Date and time
- Correlation ID
- Host name
- Service name and service instance
- Message

• Traceable distributed transactions

- Correlation ID
- Passed service to service



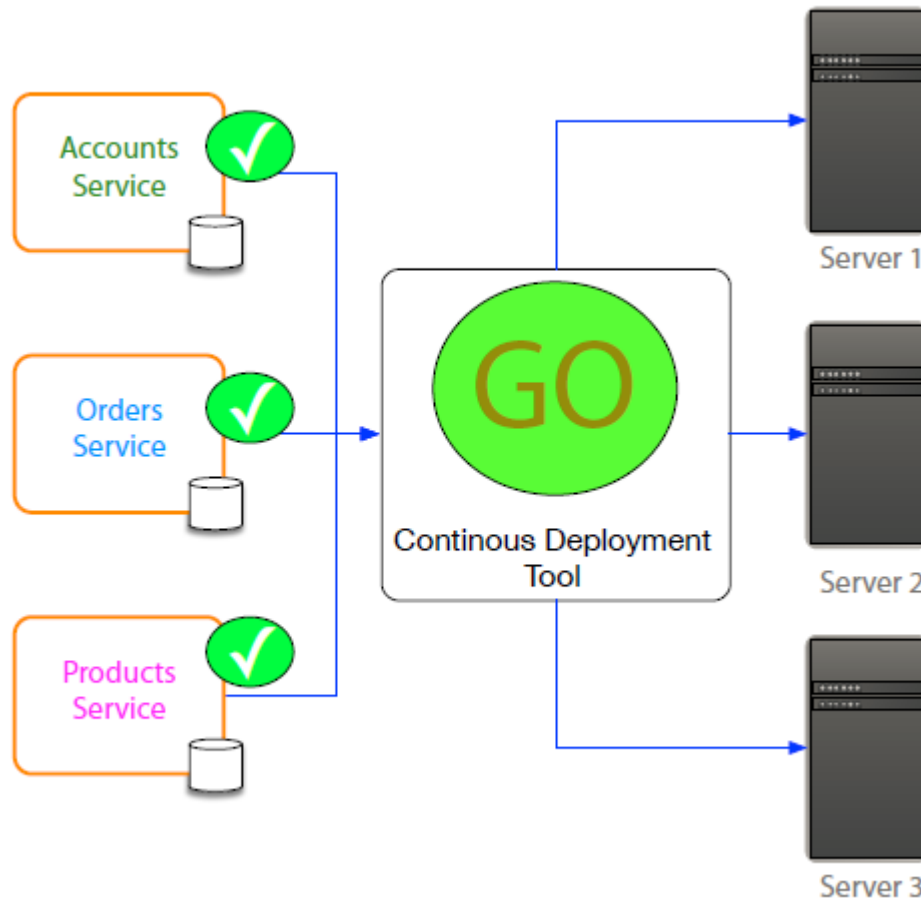
Approach: Automation



■ Continuous Integration Tools

- Work with source control systems
- Automatic after check-in
- Unit tests and integration tests required
- Ensure quality of check-in
 - Code compiles
 - Tests pass
 - Changes integrate
 - Quick feedback
- Urgency to fix quickly
- Creation of build
- Build ready for test team
- Build ready for deployment

Approach: Automation



■ Continuous Deployment Tools

- Automate software deployment
 - Configure once
 - Works with CI tools
 - Deployable after check in
 - Reliably released at anytime
- Benefits
 - Quick to market
 - Reliable deployment
 - Better customer experience

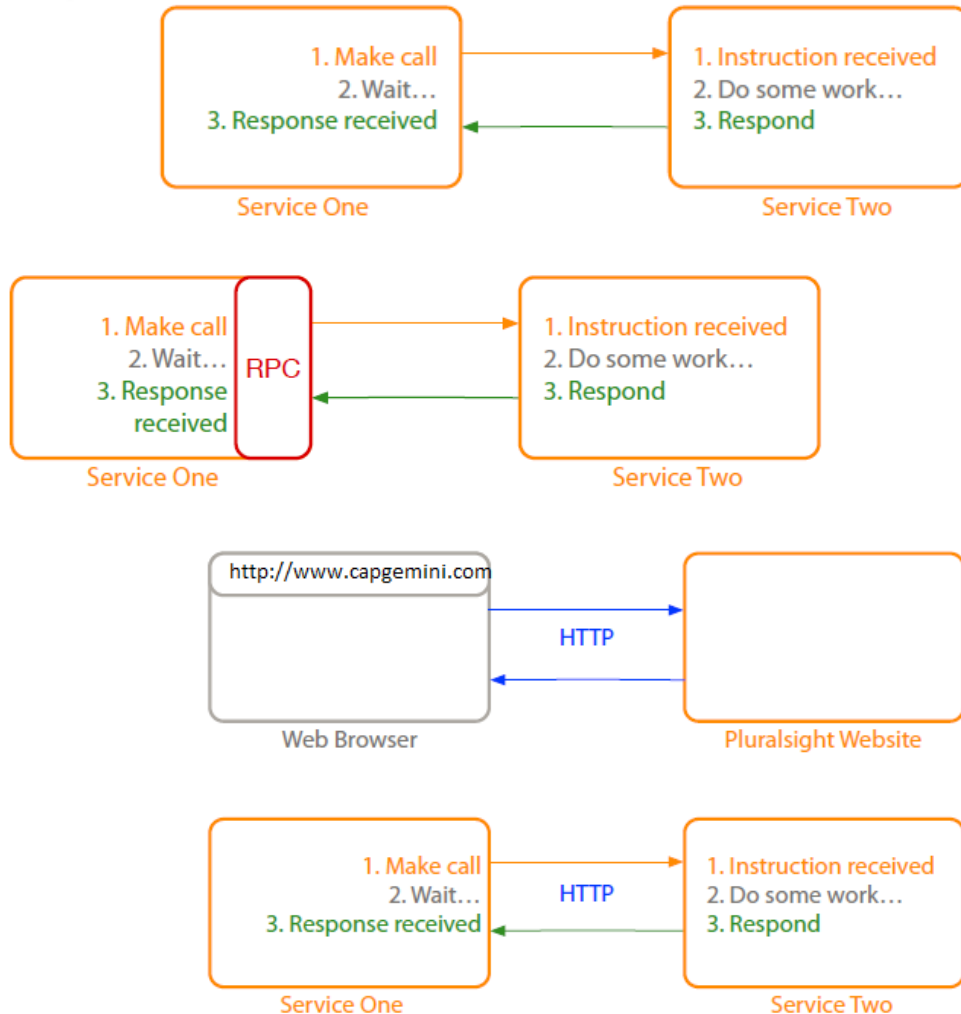


Technology for Microservices

Technology for Microservices

- Communication
 - Synchronous | Asynchronous
- Hosting Platforms
- Observable Microservices
- Performance
- Automation Tools

Communication: Synchronous



Request response communication

- Client to service
- Service to service
- Service to external

Remote procedure call

- Sensitive to change

HTTP

- Work across the internet
- Firewall friendly

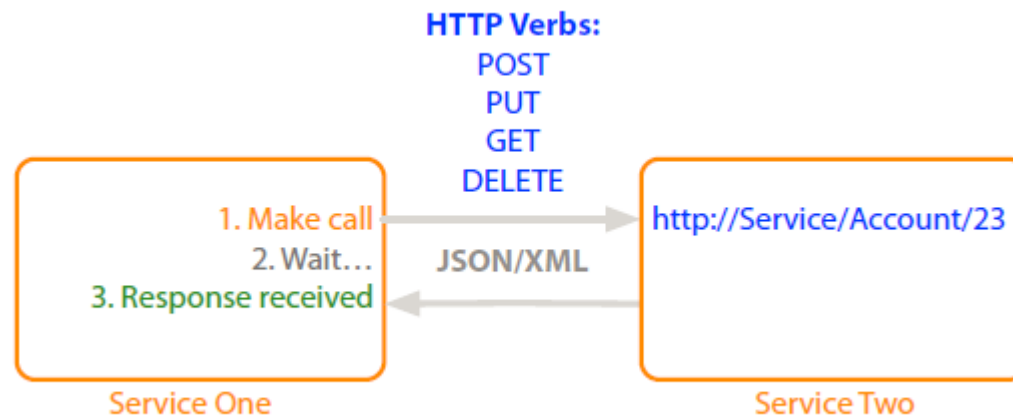
REST

- CRUD using HTTP verbs
- Natural decoupling
- Open communication protocol
- REST with HATEOS

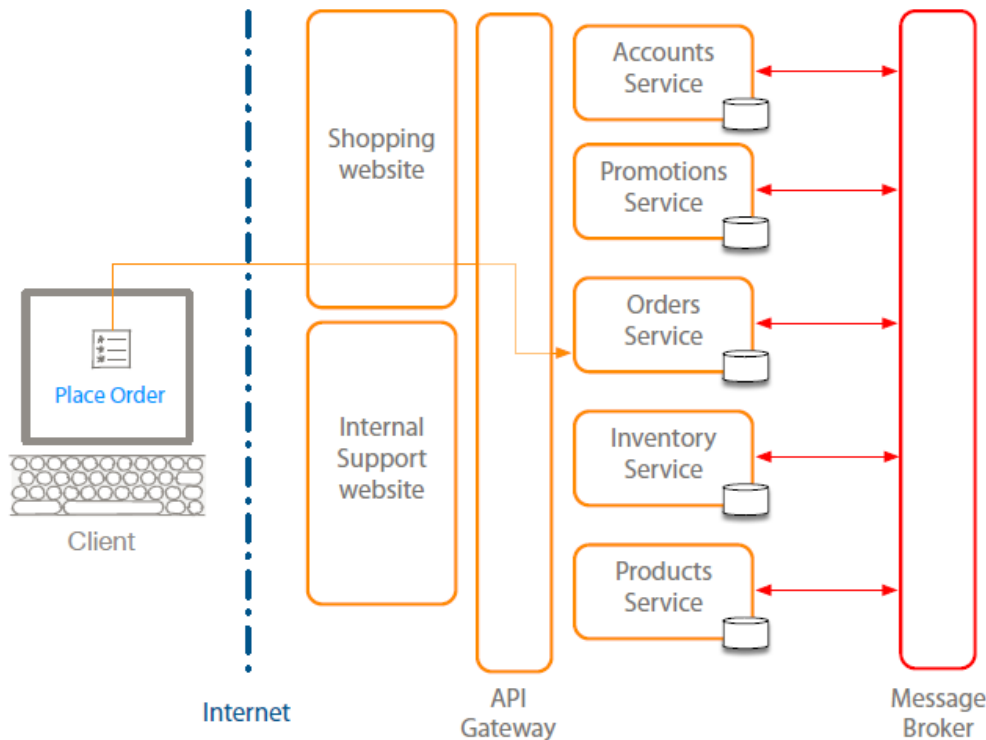
Synchronous issues

- Both parties have to be available
- Performance subject to network quality
- Clients must know location of service (host\port)

Communication: Synchronous

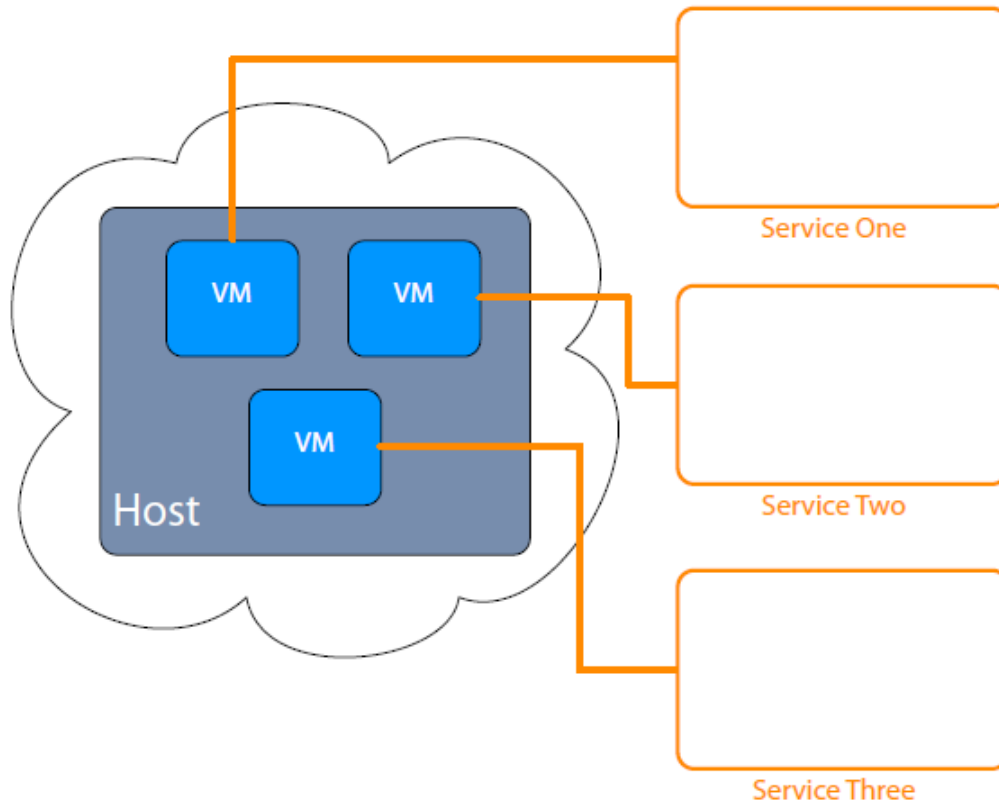


Communication: Asynchronous



- **Event based**
 - Mitigates the need of client and service availability
 - Decouples client and service
- **Message queuing protocol**
 - Message Brokers
 - Subscriber and publisher are decoupled
 - Microsoft message queuing (MSMQ)
 - **RabbitMQ**
 - ATOM (HTTP to propagate events)
- **Asynchronous challenge**
 - Complicated
 - Reliance on message broker
 - Visibility of the transaction
 - Managing the messaging queue
- **Real world systems**
 - Would use both synchronous and asynchronous

Hosting Platforms - Virtualization



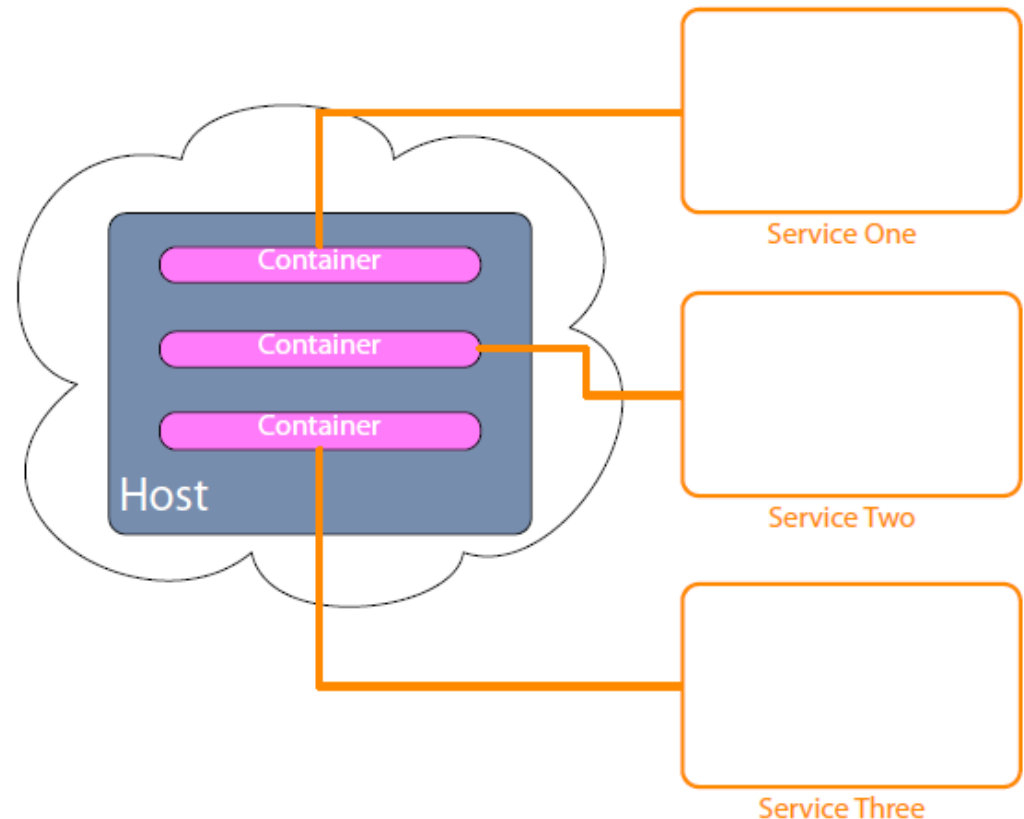
- **A virtual machine as a host**
- **Foundation of cloud platforms**
 - Platform as a service (PAAS)
 - Microsoft Azure
 - Amazon web services
 - Your own cloud (for example vSphere)
- **Could be more efficient**
 - Takes time to setup
 - Takes time to load
 - Take quite a bit of resource
- **Unique features**
 - Take snapshot
 - Clone instances
- **Standardized and mature**

Hosting Platforms: Containers

Examples

Docker
Rocker
Glassware

- **Type of virtualization**
- **Isolate services from each other**
- **Single service per container**
- **Different to a virtual machine**
 - Use less resource than VM
 - Faster than VM
 - Quicker to create new instances
- **Future of hosted apps**
- **Cloud platform support growing**
- **Mainly Linux based**
- **Not as established as virtual machines**
 - Not standardised
 - Limited features and tooling
 - Infrastructure support in its infancy
 - Complex to setup

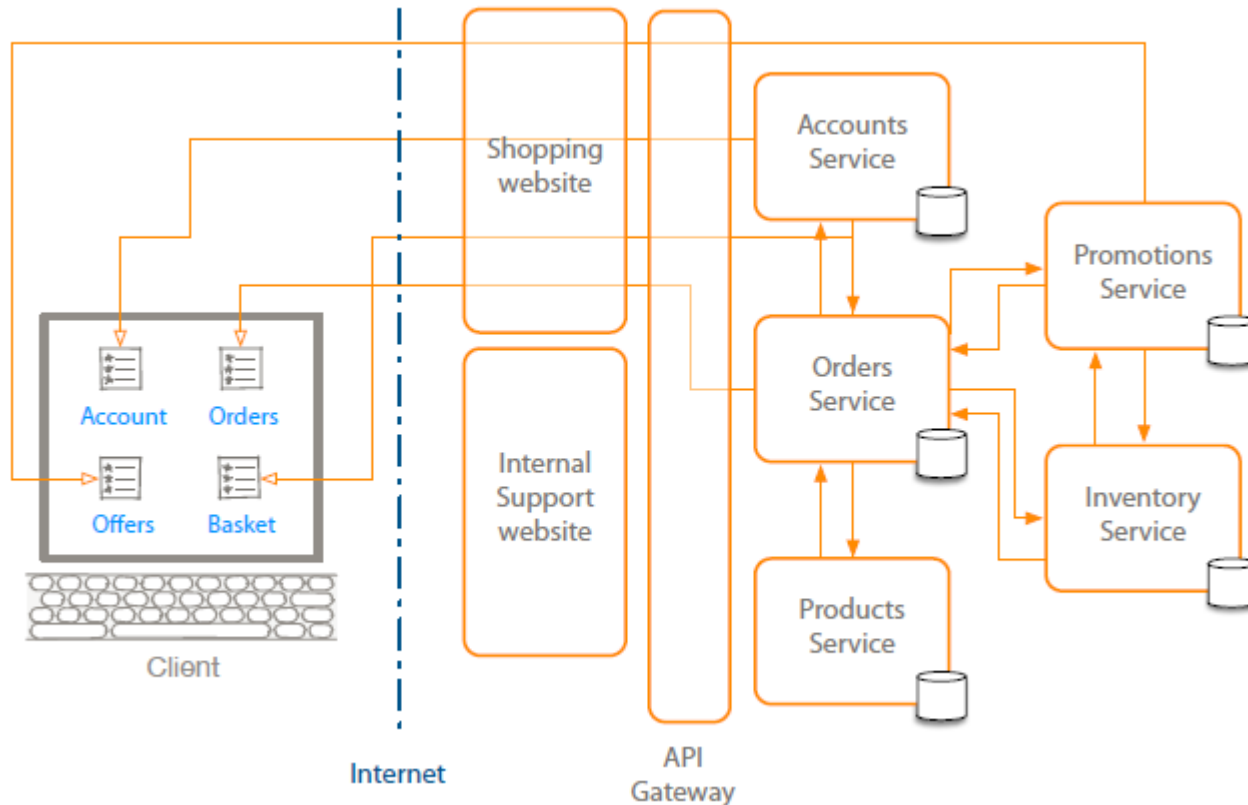


Hosting Platforms: Self Hosting



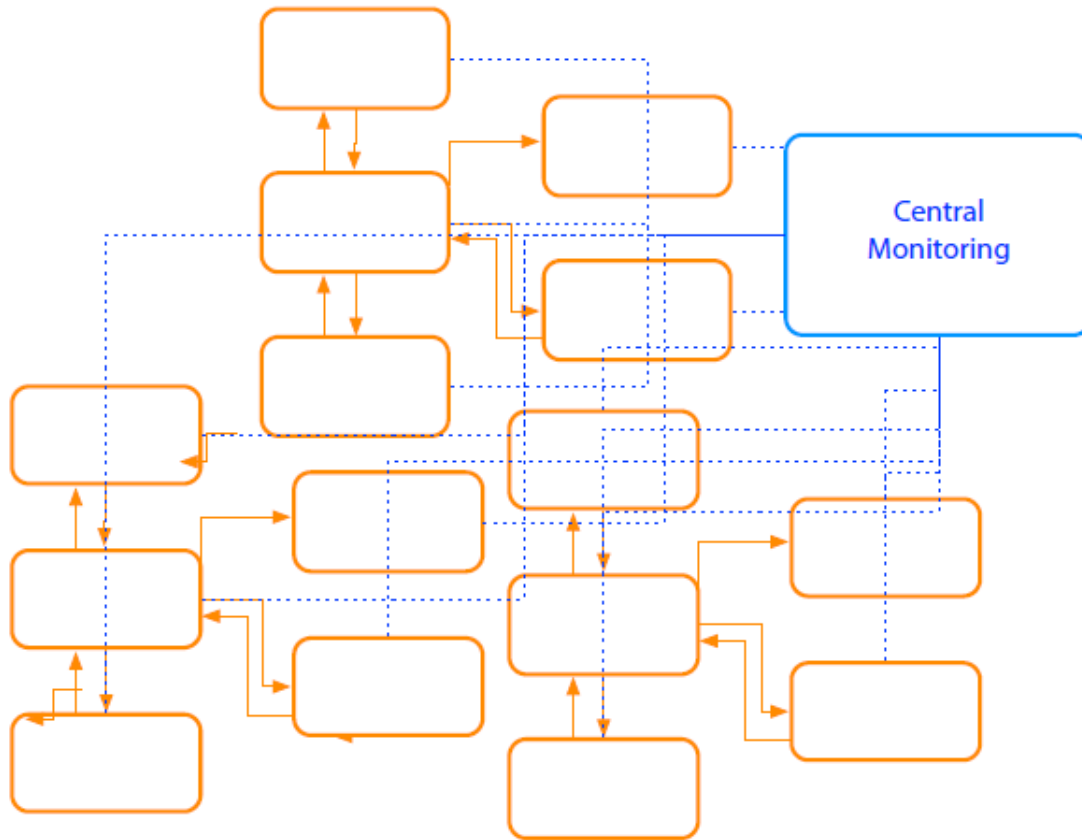
- **Implement your own cloud**
 - Virtualization platform
 - Implement containers
- **Use of physical machines**
 - Single service on a server
 - Multiple services on a server
- **Challenges**
 - Long-term maintenance
 - Need for technicians
 - Training
 - Need for space
 - Scaling is not as immediate

Hosting Platforms: Registration and Discovery



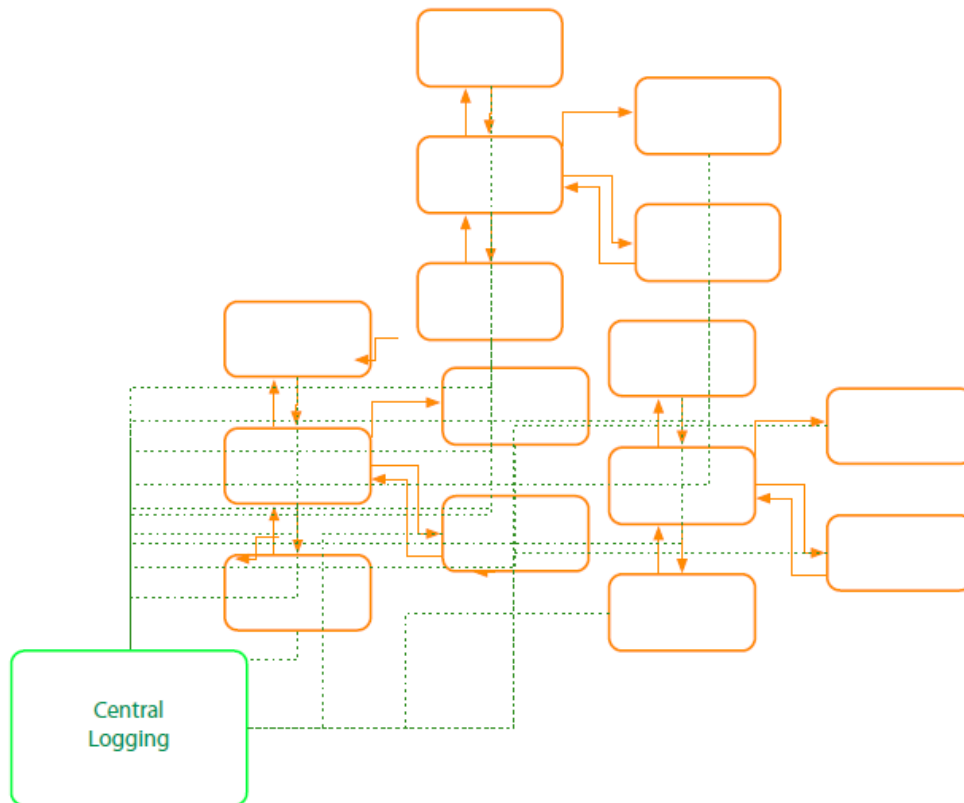
- Where?
 - Host, port and version
- Service registry database
- Register on startup
- Deregister service on failure
- Cloud platforms make it easy
- Local platform registration options
 - Self registration
 - Third-party registration
- Local platform discovery options
 - Client-side discovery
 - Server-side discovery

Observable Microservices: Monitoring Tech



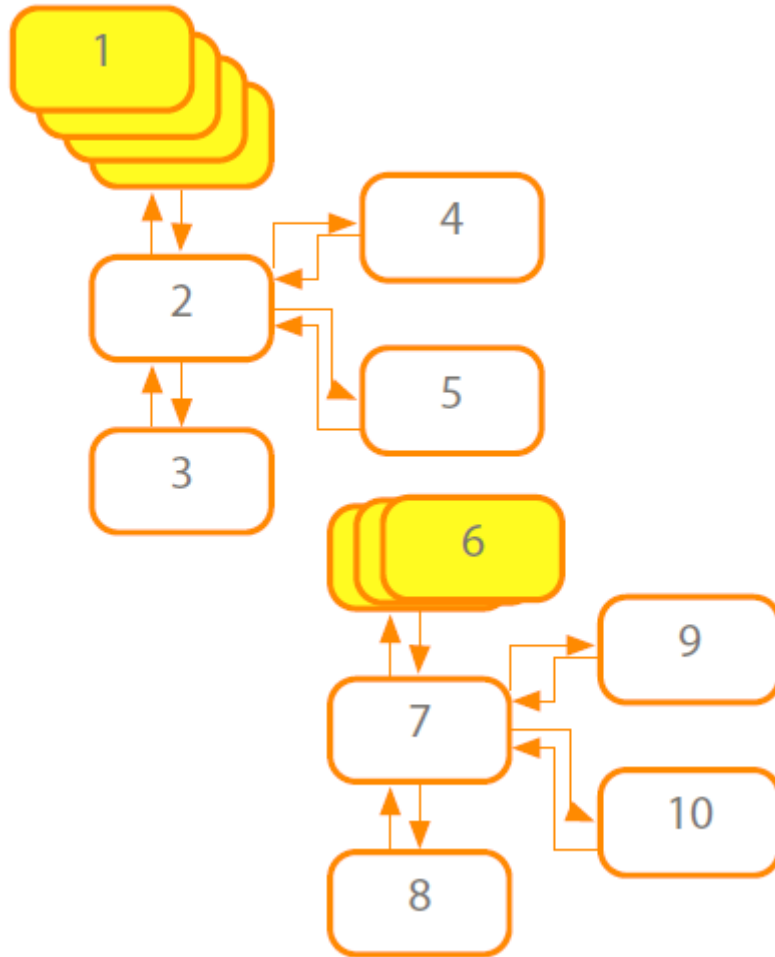
- Centralized tools
 - Nagios
 - PRTG
 - Load balancers
 - New Relic
- Desired features
 - Metrics across servers
 - Automatic or minimal configuration
 - Client libraries to send metrics
 - Test transactions support
 - Alerting
- Network monitoring
- Standardize monitoring
 - Central tool
 - Preconfigured virtual machines or containers
- Real-time monitoring

Observable Microservices: Logging Tech



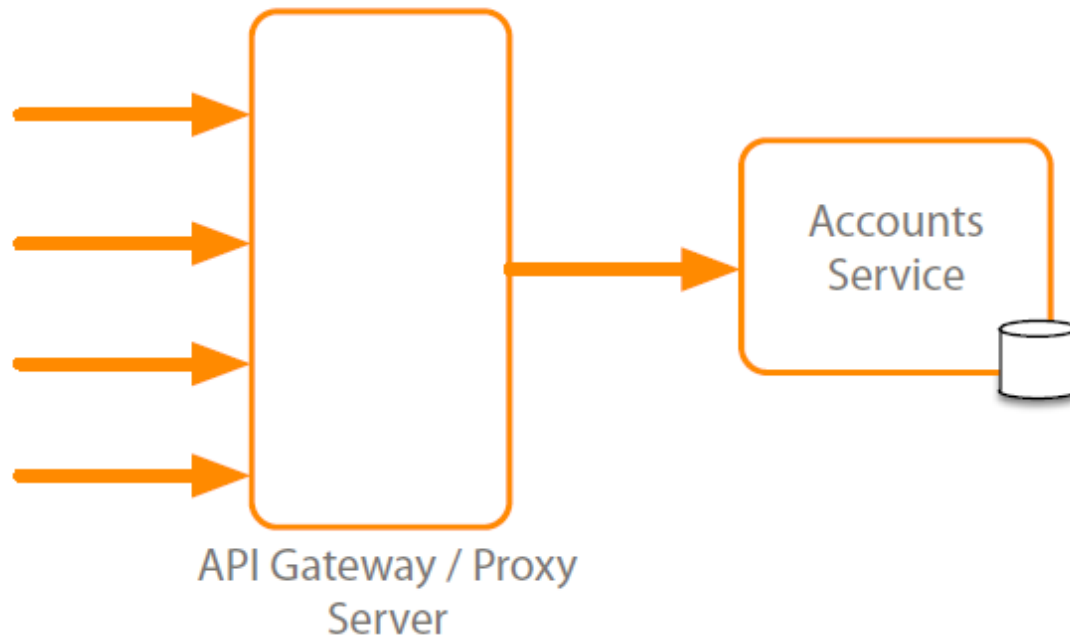
- **Portal for centralized logging data**
 - Elastic log
 - Log stash
 - Splunk
 - Kibana
 - Graphite
- **Client logging libraries**
 - Serilog and many more...
- **Desired features**
 - Structured logging
 - Logging across servers
 - Automatic or minimal configuration
 - Correlation\Context ID for transactions
- **Standardize logging**
 - Central tool
 - Template for client library

Microservices Performance: Scaling



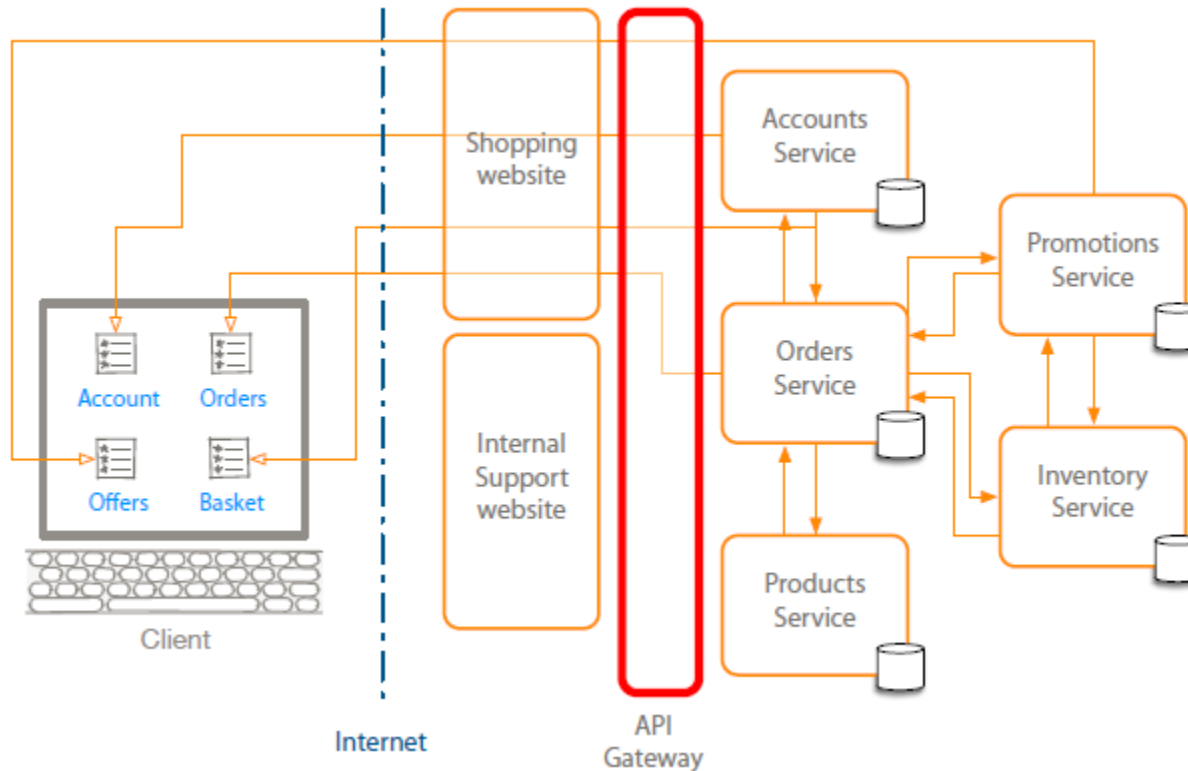
- **How**
 - Creating multiple instances of service
 - Adding resource to existing service
- **Automated or on-demand**
- **PAAS auto scaling options**
- **Virtualization and containers**
- **Physical host servers**
- **Load balancers**
 - API Gateway
- **When to scale up**
 - Performance issues
 - Monitoring data
 - Capacity planning

Microservices Performance: Caching



- **Caching to reduce**
 - Client calls to services
 - Service calls to databases
 - Service to service calls
- **API Gateway\Proxy level**
- **Client side**
- **Service level**
- **Considerations**
 - Simple to setup and manage
 - Data leaks

Microservices Performance: API Gateway



■ Help with performance

- Load balancing
- Caching

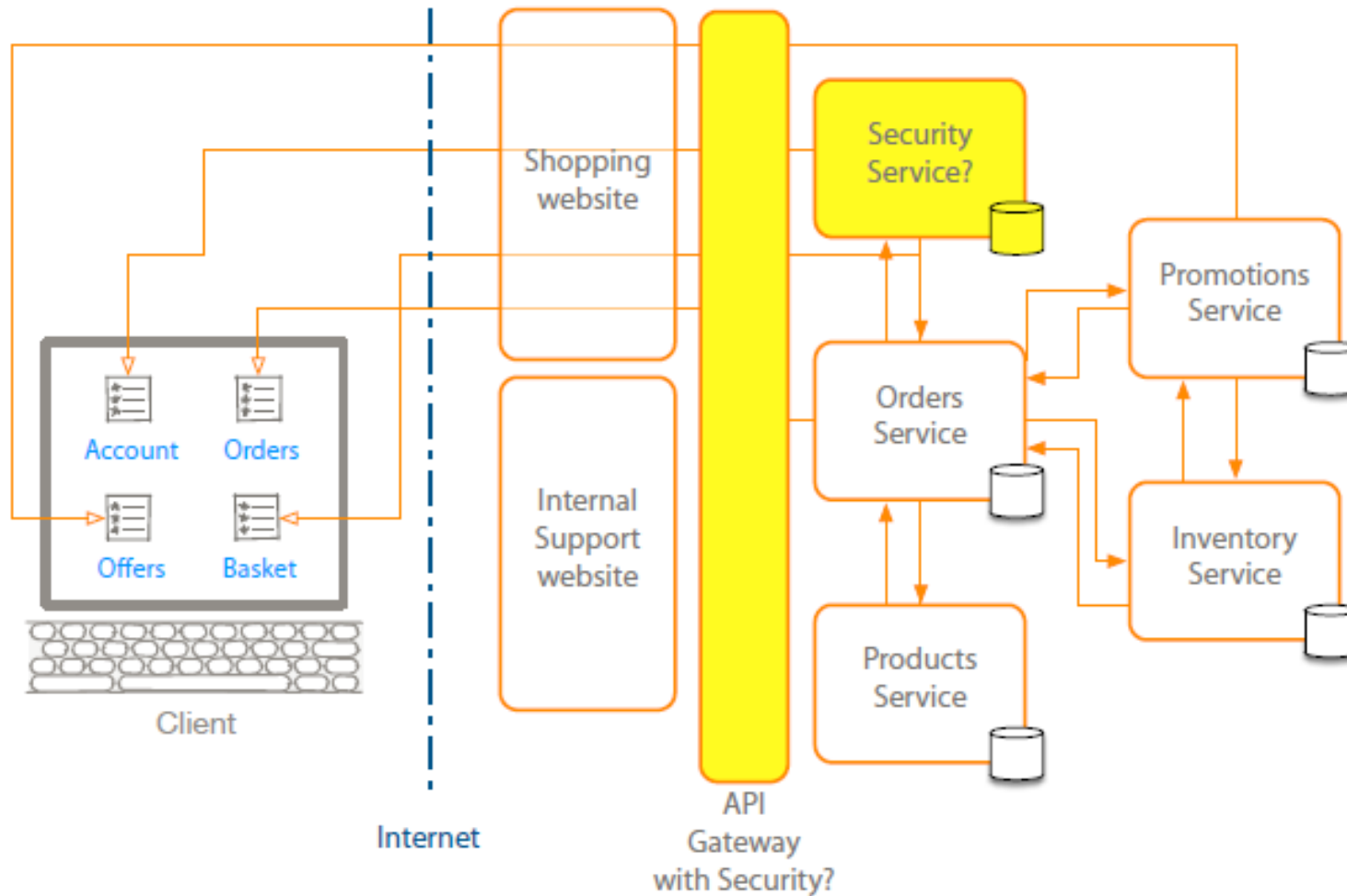
Help with

- Creating central entry point
- Exposing services to clients
- One interface to many services
- Dynamic location of services
- Routing to specific instance of service
- Service registry database

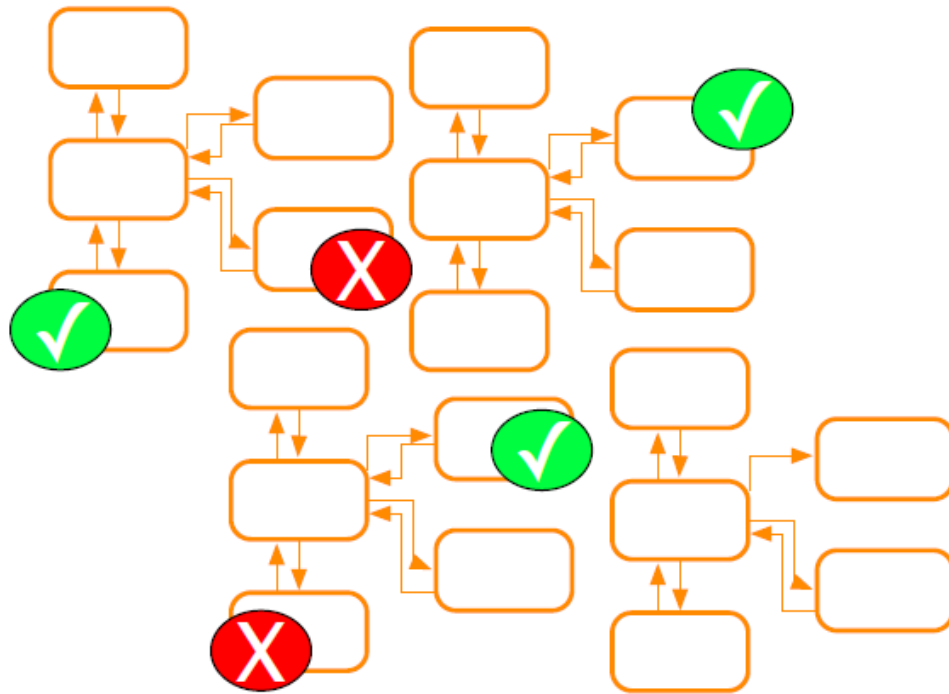
Security

- API Gateway
- Dedicated security service
- Central security vs service level

Microservices Performance: API Gateway



Automation Tools: Continuous Integration



- **Many CI tools**

- Team Foundation Server
- TeamCity and Many more!

- **Desired features**

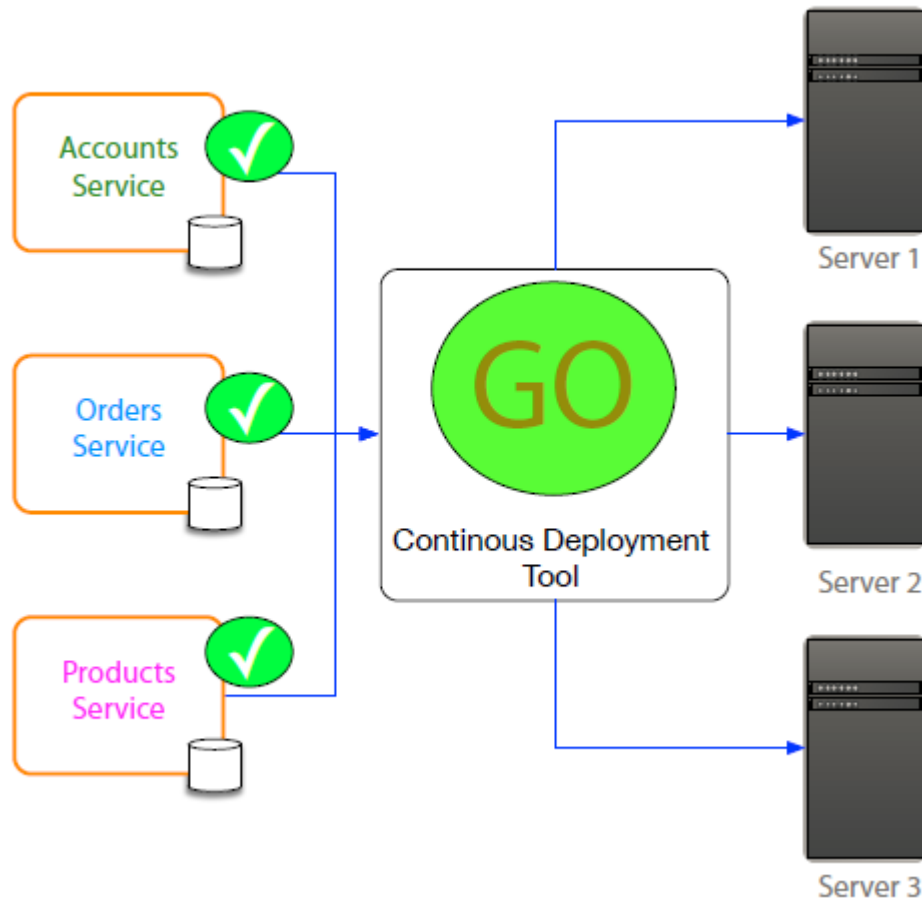
- Cross platform
 - Windows builders, Java builders and others
- Source control integration
- Notifications
- IDE Integration (optional)

- **Map a microservice to a CI build**

- Code change triggers build of specific service
- Feedback just received on that service
- Builds and tests run quicker
- Separate code repository for service
- End product is in one place
- CI builds to test database changes
- Both microservice build and database upgrade are ready

- **Avoid one CI build for all services**

Automation Tools: Continuous Deployment



- **Many CD tools**
 - Aim for cross platform tools
- **Desired features**
 - Central control panel
 - Simple to add deployment targets
 - Support for scripting
 - Support for build statuses
 - Integration with CI tool
 - Support for multiple environments
 - Support for PAAS

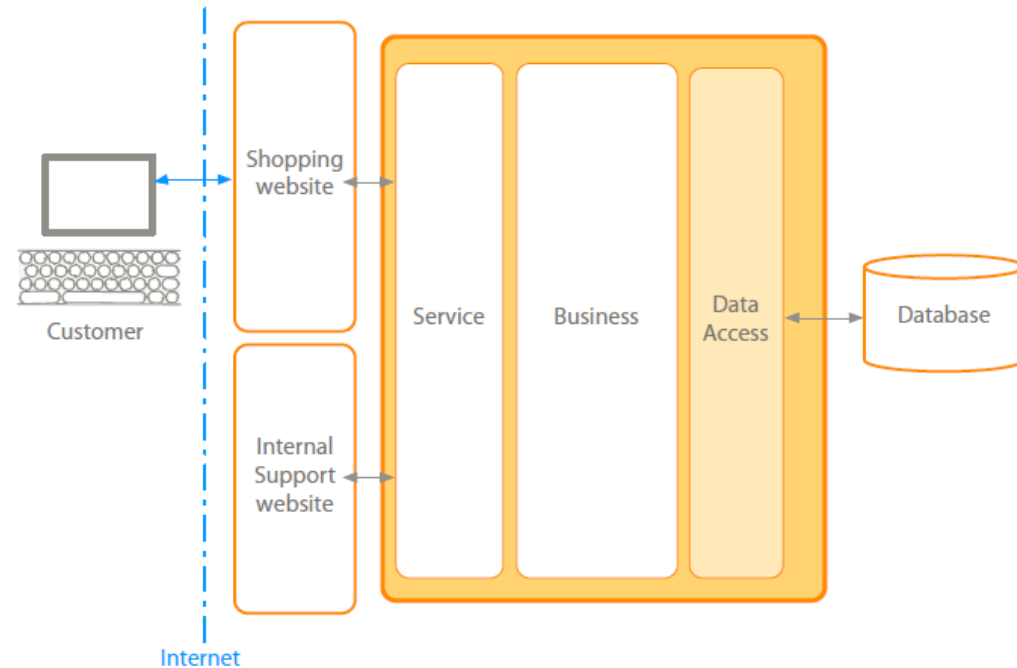
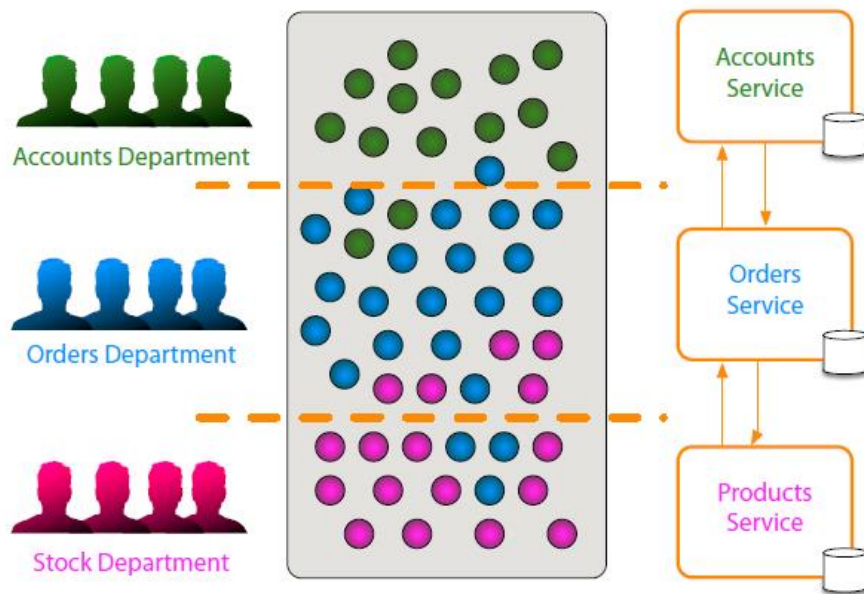
Moving Forwards with MicroServices

- Brownfield Microservices
 - Approach
 - Migration
 - Database Migration
 - Transactions
 - Reporting
- Greenfield Microservices
- Microservices Provisos

Brownfield Microservices: Approach

- **Existing system**
 - Monolithic system
 - Organically grown
 - Seems too large to split
- **Lacks microservices design principles**
- **Identify seams**
 - Separation that reflects domains
 - Identify bounded contexts
- **Start modularising the bounded contexts**
 - Move code incrementally
 - Tidy up a section per release
 - Take your time
 - Existing functionality needs to remain intact
 - Run unit tests and integration tests to validate change
 - Keep reviewing
- **Seams are future microservice boundaries**

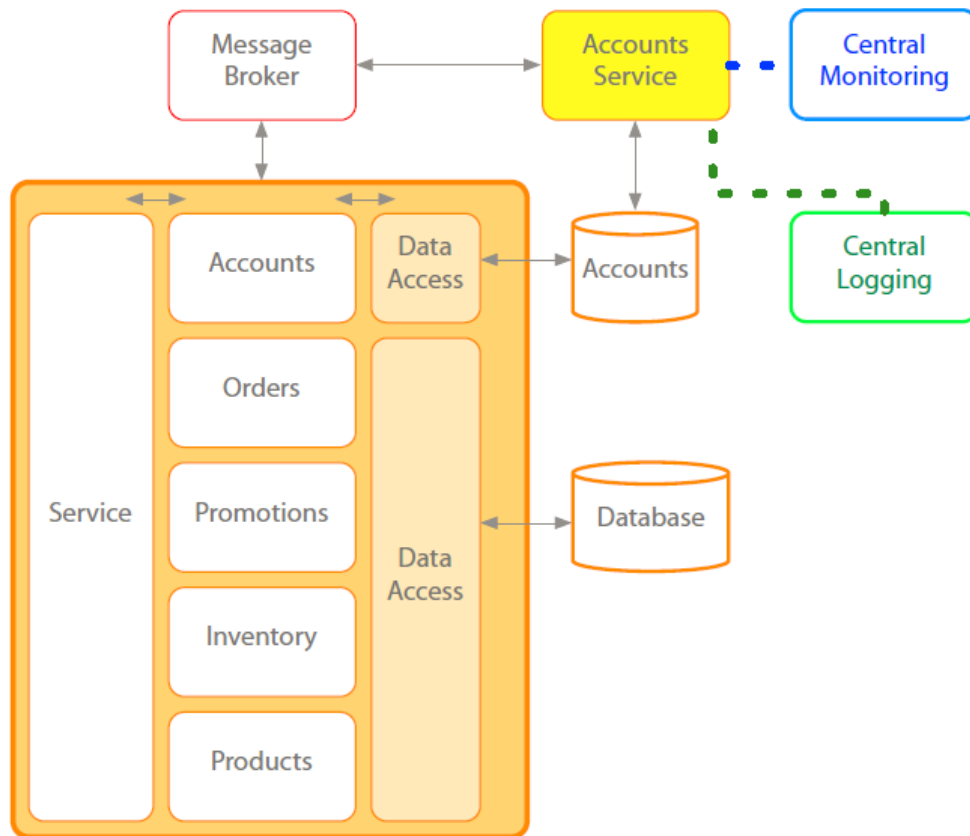
Brownfield Microservices: Approach



Brownfield Microservices: Migration

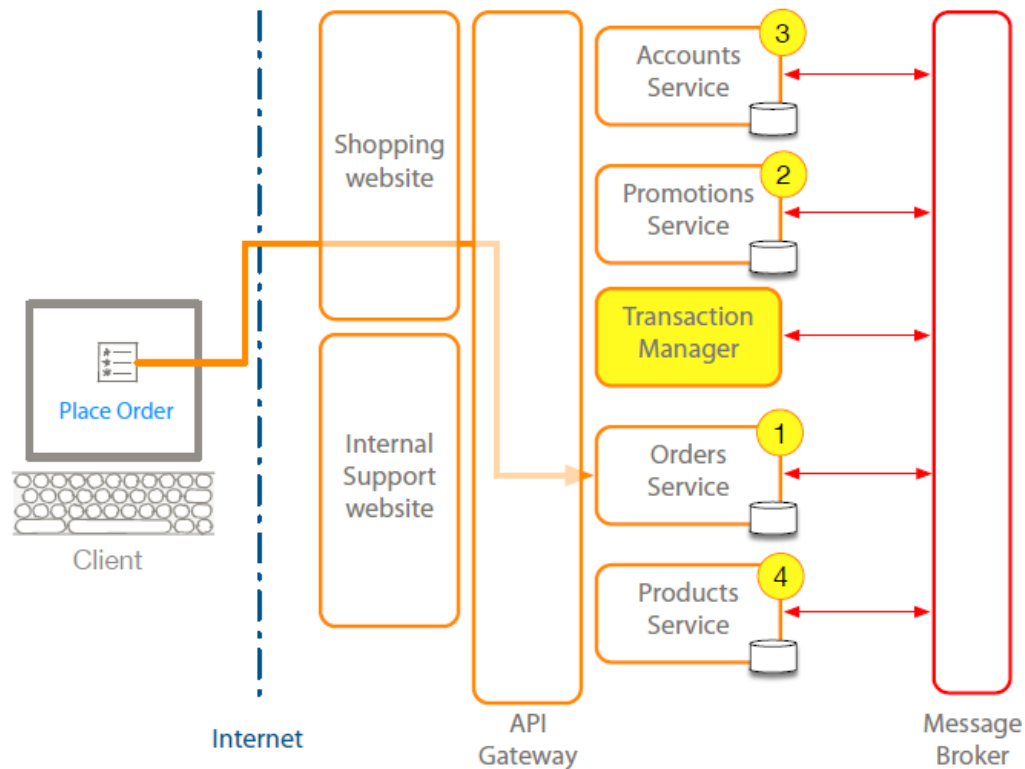
- Code is organized into bounded contexts
 - Code related to a business domain or function is in one place
 - Clear boundaries with clear interfaces between each
 - Convert **bounded contexts** into microservices
 - Start off with one
 - Use to get comfortable
 - Make it switchable
 - Maintain two versions of the code
 - How to prioritise what to split?
 - By risk
 - By technology
 - By dependencies
- Incremental approach
 - Integrating with the monolithic
 - Monitor both for impact
 - Monitor operations that talk to microservices
 - Review and improve infrastructure
 - Incrementally the monolithic will be converted

Brownfield Microservices: Database Migration



- Avoid shared databases
- Split databases using seams
 - Relate tables to code seams
- Supporting the existing application
 - Data layer that connects to multiple database
- Tables that link across seams
 - API calls that can fetch that data for a relationship
- Refactor database into multiple databases
- Data referential integrity
- Static data tables
- Shared data

Brownfield Microservices: Transactions



- Transactions ensure data integrity
- Transactions are simple in monolithic applications
- Transactions spanning microservices are complex
 - Complex to observe
 - Complex to problem solve
 - Complex to rollback
- Options for failed transactions
 - Try again later
 - Abort entire transaction
 - Use a transaction manager
 - Two phase commit
 - Disadvantage of transaction manager
 - Reliance on transaction manager
 - Delay in processing
 - Potential bottleneck
 - Complex to implement
- Distributed transaction compatibility
 - Completed message for the monolith

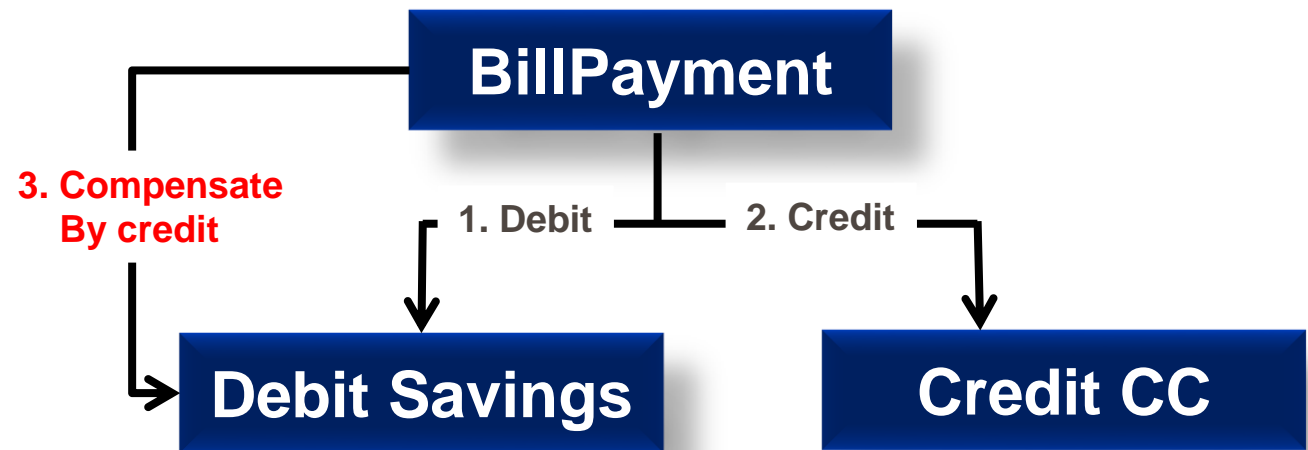
Brownfield Microservices: Transactions

- **Compensating Transactions**

- State Store.
- Routing Slip.
- Process Manager.

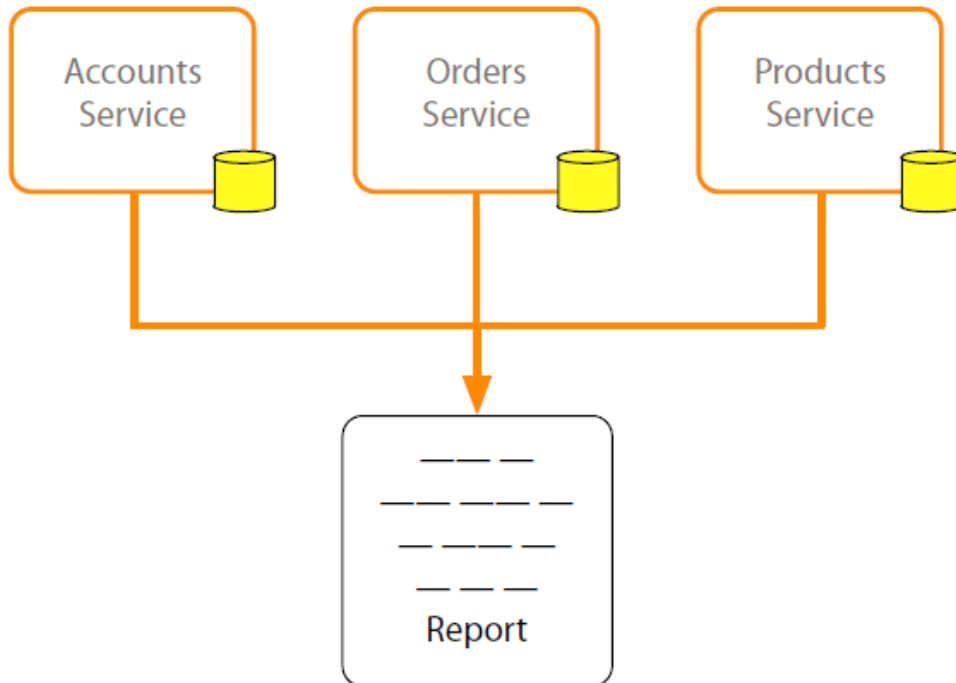
- **Two Phase Commit**

- Prepare Phase
- Commit Phase
- Forget Phase

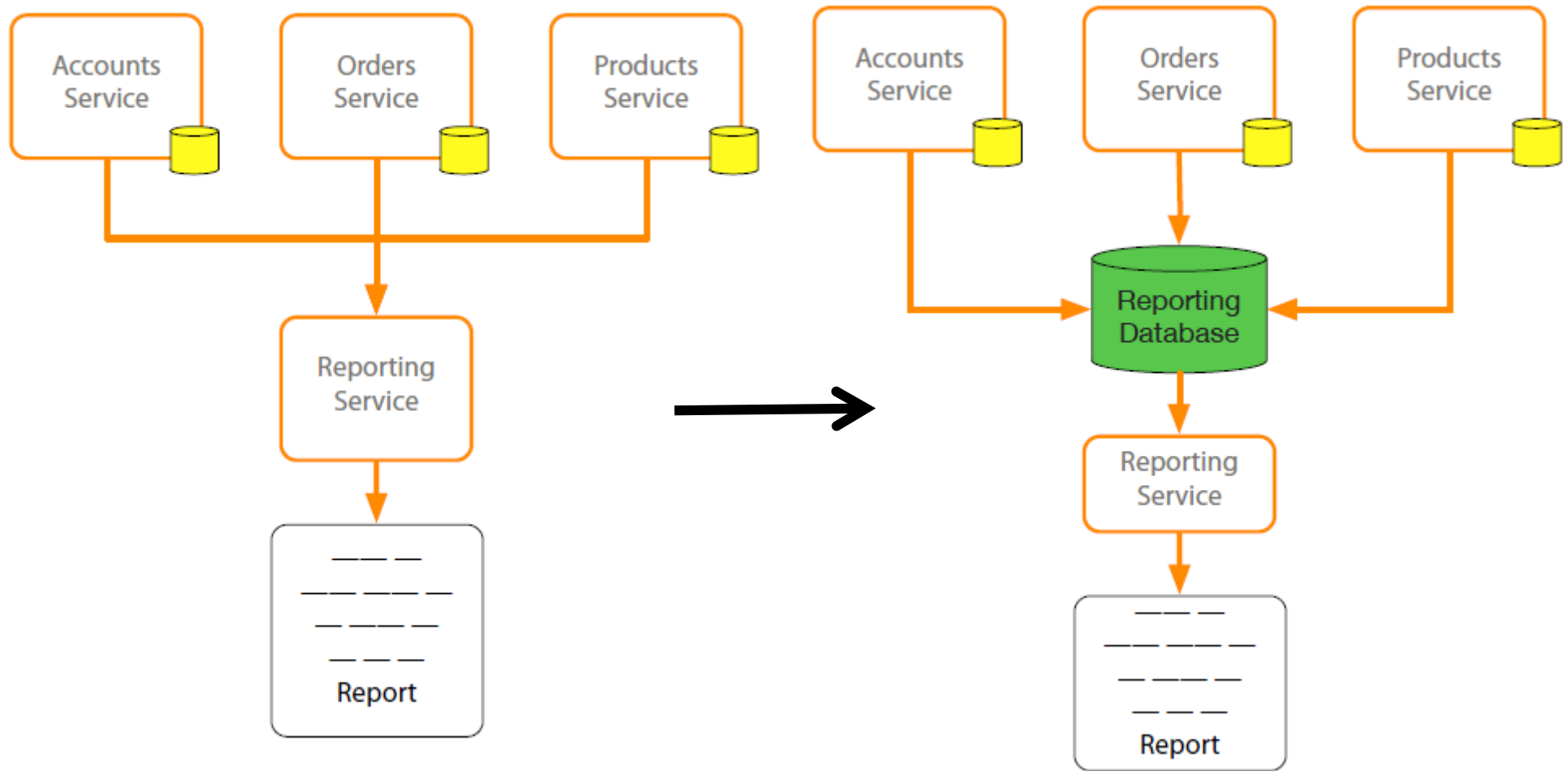


Brownfield Microservices: Reporting

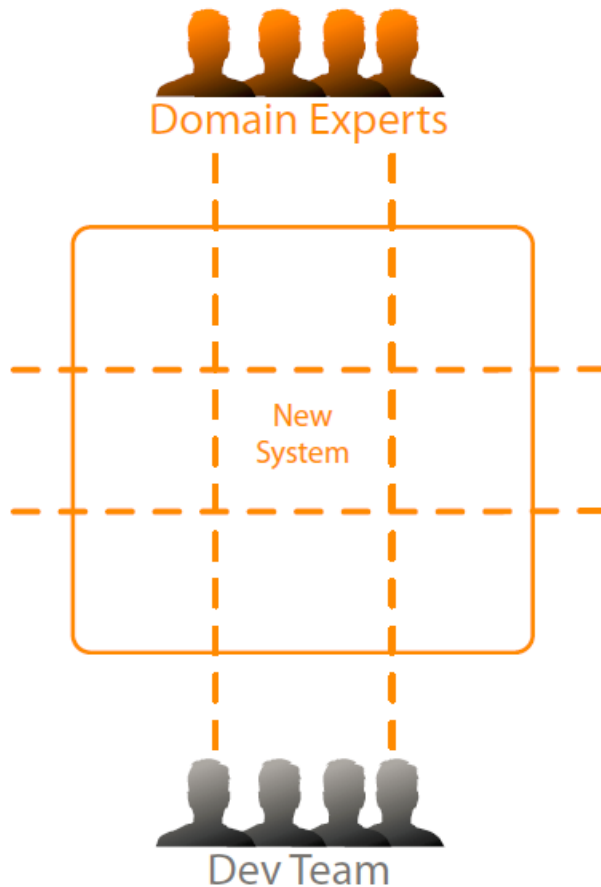
- Microservices complicate reporting
 - Data split across microservices
 - No central database
 - Joining data across databases
 - Slower reporting
 - Complicate report development
- Possible solutions
 - Service calls for report data
 - Data dumps
 - Consolidation environment



Brownfield Microservices: Reporting



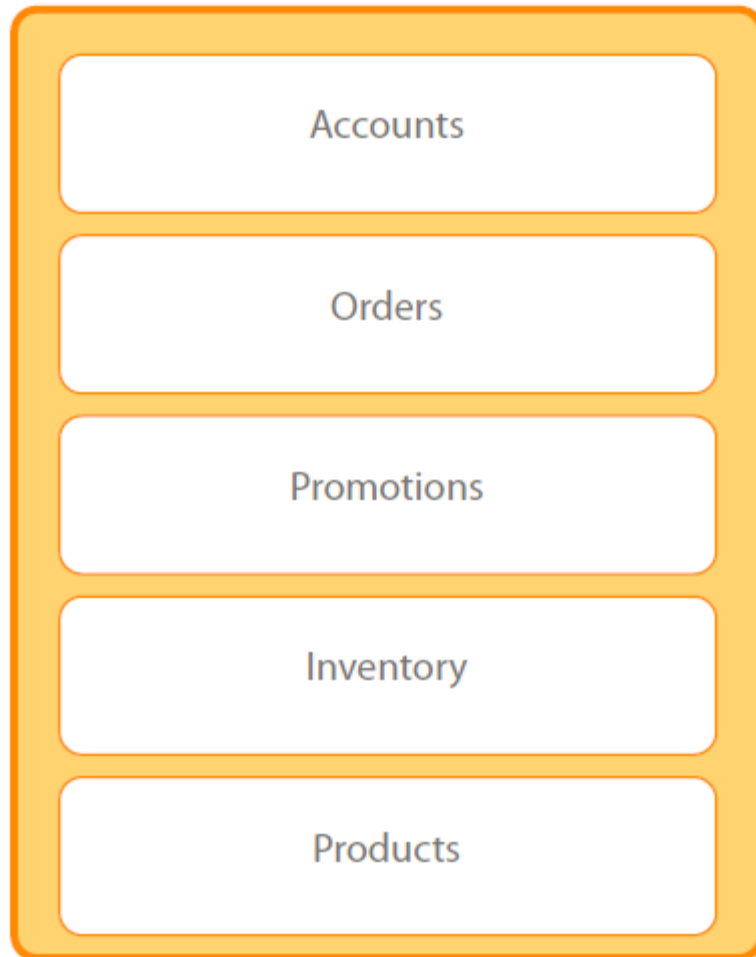
Greenfield Microservices



Greenfield Microservices: Introduction

- New project
- Evolving requirements
- Business domain
 - Not fully understood
 - Getting domain experts involved
 - System boundaries will evolve
- Teams experience
 - First microservice
 - Experienced with microservices
- Existing system integration
 - Monolithic system
 - Established microservices architecture
- Push for change
 - Changes to apply microservice principles

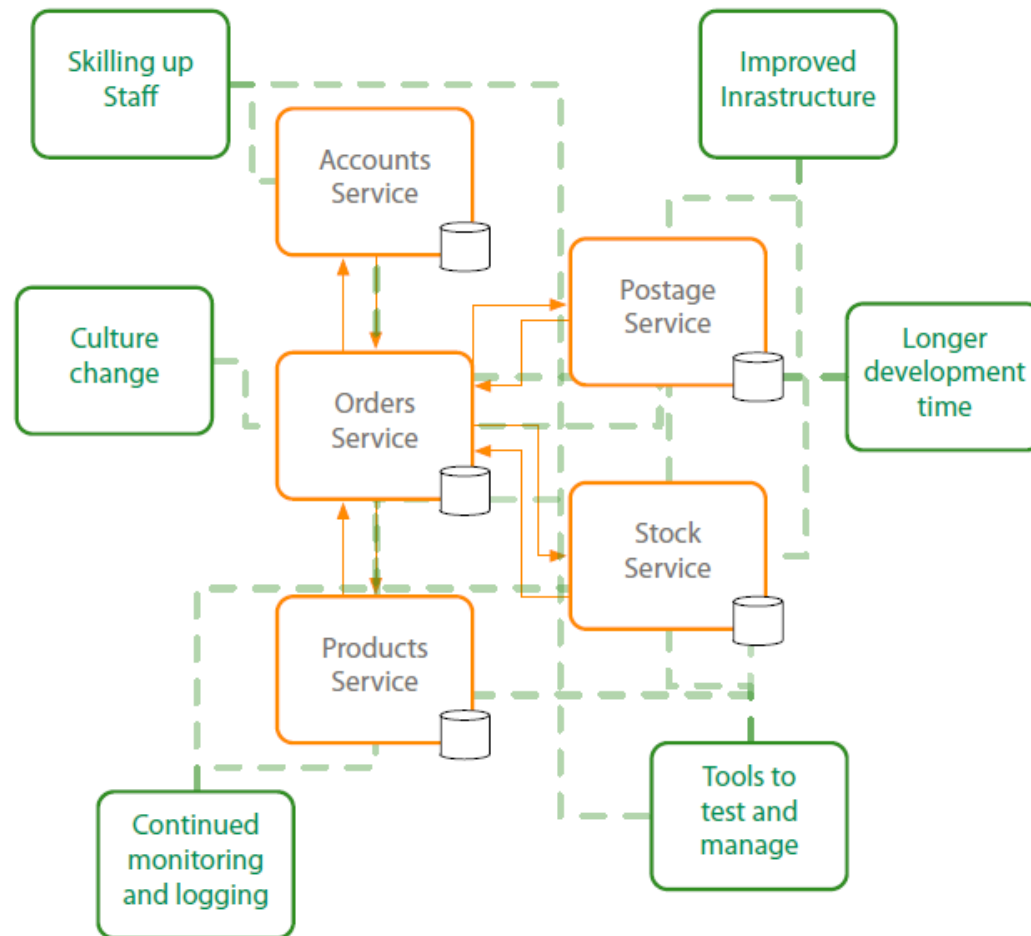
Greenfield Microservices



Greenfield Microservices: Approach

- Start off with monolithic design
 - High level
 - Evolving seams
 - Develop areas into modules
 - Boundaries start to become clearer
 - Refine and refactor design
 - Split further when required
- Modules become services
- Shareable code libraries promote to service
- Review microservice principles at each stage
- Prioritise by
 - Minimal viable product
 - Customer needs and demand

Microservices Provisos



Microservices Provisos

- Accepting initial expense
 - Longer development times
 - Cost and training for tools and new skills
- Skilling up for distributed systems
 - Handling distributed transactions
 - Handling reporting
- Additional testing resource
 - Latency and performance testing
 - Testing for resilience
- Improving infrastructure
 - Security
 - Performance
 - Reliance
- Overhead to manage microservices
- Cloud technologies
- Culture change

THANK YOU

People matter, results count.

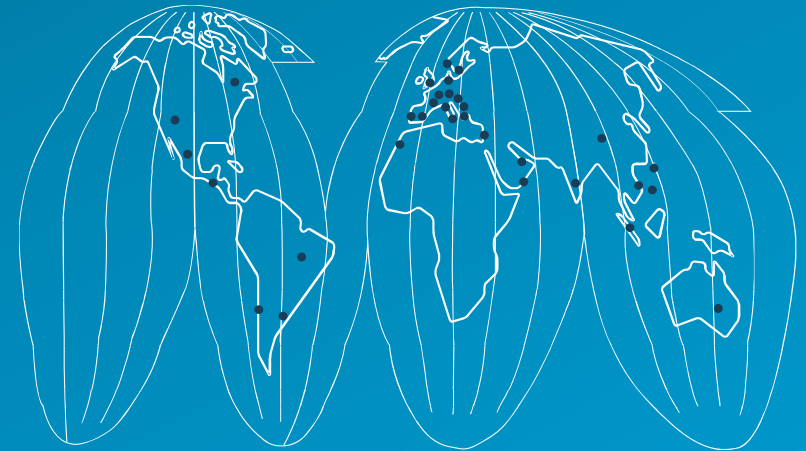


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