

PROFESSIONAL CLOUD ARCHITECT

SmartInn

Company overview

SmartInn got more than 200 locations that spread across North America and the Caribbean. They have a website that contains a daily blog where users read about many of our new recipes and offerings. SmartInn also has a social integration service initiative which shows customer reviews on the quality of SmartInn’s services.

Solution concept

The operations team at SmartInn is keen to define a solution that can be implemented quickly. They want to serve contents closer to their users in their expended markets and ensure that customer reviews are translated as appropriate to understand their pain points by adopting AI. They also want to ensure that the existing website supports additional languages. SmartInn would like to move to managed services wherever possible, integrate their Order, Check Out and Payment Services before the 2nd quarter of the year and meet all the compliance requirements

Existing technical environment

The existing technical environment includes a blog and social review systems that are supported by two VMs respectively in a single region. All services are tied to a single vm of MySQL DB which has some performance and scalability issues. Developed with Python (Django) and resources are manually provisioned in the cloud, likewise build jobs.

Business requirements

●Keen to define a better solution that can be implemented quickly

● Website remains responsive, so customers face minimal wait times

● Redesign that now features online ordering to expand ordering options and increase revenue

● Ensure that developers spend as much time on core business functionality as possible, and not have to worry about scalability wherever possible

● User base are not impacted by the rollout of new features

●Ensure ops team can see status of their services without introducing additional complexity to the existing systems

● Ensure compliance with regulations

● Reproduce production and non-production environments easily

● Translate non-English languages easily to better understand customer pain points

Technical requirements

●Reduce viewer latency

● Move to managed services wherever possible

●Modernize all CI/CD pipelines to allow deployment of container-based workloads in highly scalable environments

● Automate deployments where ever possible

● Revision management enabled for service deployments

●Allow developers to run experiments without compromising security and governance requirements

●Use cloud-native solutions for keys and secrets management and optimize for identitybased access

● Language translation service

Executive statement

SmartInn has experienced rapid growth and expansion to several geographical locations. Our ability to provide excellent customer service and understand customer pain points is important for the success of the business. Although SmartInn have multiple systems running in Google Cloud presently, they are keen to define a better solution that can be implemented quickly, including ways to serve contents closer to customers, dynamically scale, and improve developer capacity and quality of operations, while minimizing downtimes. They would like to be able to translate their website into three (3) languages, as well as reviews on the social integration service.