**Dave Henry, Database Admin**

"The MySQL database for Identity Resolver used to be a real pain to maintain, just a single instance. Now there are two instances, a lot less me getting up at 3am to sort it out! Although the replication between the two can get a bit behind. Worst to the worst, we can switch over to the other database server, as in actual failover!"

"The system has come a long way from the early days, things got a bit hairy at times. I was forever dealing with annoyed clients, but we've taken steps to sort it out, adding three times more capacity. We've got some big clients on there too, although when I look at the billing figures, all our small clients turn out to the biggest client!"

Karen Tarron, Account Manager

George Shephard, Tester
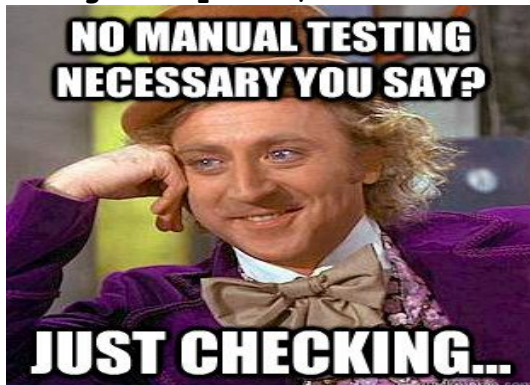
"Adding IDR to the load balancer was not simple. There were some weird and wonderful rules implemented for a few different clients, plus we needed to change the strategy from round robin to account for the php based batch file processor only running in one place. However, we managed to churn 5000 requests an hour through the API, didn't really bother with website performance, deprioritized…"

"I came into the development team after the initial build and boy was there a lot of problems to solve! They really needed a Perl person as well for the tricky batch processor. Two webservers and no database failover, not enough. And the caching we never did crack, still one instance per Webserver…"

John Tilly, Developer

Bob Ronsdon, System Admin

"I've been here since IDR started, bit of a proof of concept which became a multi-million dollar system! At least when there was only one web server you knew where to look! But adding two more has helped overall and we have basic alerting. That said, the batch processor only running on the first webserver means I usually know where to look…"

"Life got stressful when we added the ability to call the API, rather than just having website customers. Growth exploded then, and I got very busy with customers reporting poor performance, or no performance! We are on top of it now, got 3 webservers whatever that means! I hoped that for the big events we might be able to add more, but as usual with IT, it ain't that simple."

Phil Wright, Sales Manager

Tom Stanford, Solution Architect

"I feel a lot better now that internal firewall is in place between ID Resolver and our Credit Search system. Sometimes the external firewall just isn't enough. Plus you know what traffic is coming through and can monitor it. We can predict how our other systems will be impacted as IDR has consistent number of searches every day of the week."

"We were left significantly at risk with a database with no failover, implementing that was a major step forward. Such was the pressure to implement and become compliant, I would however describe the testing as sub-optimal. And as for the main implementation in php, again sub-optimal. "

Peter De Courcey, Director