

THE ARMADA
GROUP

On-Demand Talent Solutions™
for the world's most innovative
companies. Connecting
extraordinary talent with
world-class opportunities.

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BEST
OF STAFFING

CLIENT
2012

BEST
OF STAFFING

TALENT
2012



ABOUT THE CLIENT

PayPal was founded in 1998 and today is the leading global online payment company. Acquired by eBay in 2002, PayPal has grown to 98 million active accounts, generated \$ 3.4 Billion in revenue on nearly \$ 92 Billion of total transaction volume.

PayPal offers three leading online payment services: PayPal Global Payment Service, Payflow Gateway and Bill Me Later. PayPal X, an open payment platform allows developers to build innovative payment applications on multiple platforms and devices.

Because of its position as the leading global payments company with fast growth, PayPal leadership faced the challenge of how to innovate fast internally, acquire other technology to increase its competitive advantage and incorporate the latest improvements in hardware, software and IT governance.

As part of PayPal's Enterprise Governance & Operations Excellence initiatives, executive leadership chose to standardize Development and Test functions on hardware, software and processes with RedHat Enterprise Linux (RHEL 5.4) at the core of the platform.

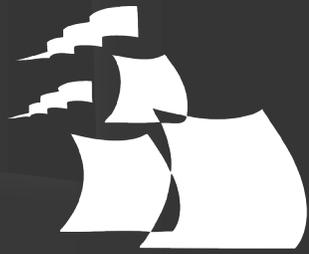
CLIENT SITUATION

The lack of a standard development and test platform resulted in:

- Unmanageable support challenges and costs
- Significant delays in provisioning servers, slowing time-to-market
- Barriers to integrating key business and technology acquisitions

Prior to the project, the PayPal Development and Test systems were “a hodgepodge” of machines and software. Several major challenges existed:

- Various development efforts were siloed and not compatible.
- Many of the servers and software that IT supported were purchased prior to the EBay acquisition and reflected older technology.
- Support was difficult because each call was for a different system.
- A full time resource was required to physically man a “crash cart” in the datacenter to fix machines as they failed.
- PayPal could not support new product offerings that required more recent versions of RedHat
- PayPal acquired a key payment technology in 2007, but had to run it as a separate service because the base platform could not support it



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ARMADA SOLUTION

Armada's team partnered with PayPal's DevOps team and took the lead on the PayPal Standard Base (PPSB) initiative. Armada provided end-to-end program and project management, as well as full lifecycle implementation.

This included creating and testing the target platform, and implementing the standard OS image (RHEL 5.4) on more than 2400 servers across the enterprise. The project team also had to locate non-standard servers still in use – and convince their owners to embrace the new platform.

RESULTS

Since PayPal moved to a single platform with a standard image, the Development and Test organizations are now equipped with 8X the compute power of the previous machines.

- Development and Test now work in lockstep, shortening project times by 3-4 months
- Production can launch new revenue-generating services months faster than previously.
- Their key payment technology acquisition is now core to their services in all 170+ countries
- PayPal can react to market changes and business opportunities months faster than previously.
- Support calls have changed from complaints about failing hardware to requests for guidance on getting more workloads from the machines.
- The NOC staff no longer has to dedicate a fulltime resource to a "crash cart"

"We couldn't have done it without Armada. They not only supplied the subject matter experts to do the actual work, they provided the leadership and expertise to sell the project internally."

– PayPal Sr. Manager, DevOps

ABOUT ARMADA

Armada is an On-Demand Talent Solutions™ firm specializing in Software Development, IT, and Technical Project Management. For over 17 years, Armada has delivered On-Demand Talent Solutions for the world's most innovative companies. Headquartered in Silicon Valley, our highly-trained Talent Consultants can help you solve your toughest hiring challenges, quickly and cost effectively.