Choice Hotels Deploys 85% Faster
Using Harness

Continuous Integration

Continuous Delivery

Change Intelligence

Feature Flags

Cloud Cost Management

About

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Choice Hotels is proud to help you find hotels that make it possible to connect with the people who matter most. Whether you are traveling for leisure or business, Choice Hotels are never far from where you need to be with more than 7,000 hotels in over 40 countries and territories around the globe. You can always count on their hotels for a warm welcome and real value, and with their Choice Privileges® rewards program, they ensure that travel is as rewarding as possible.

CI/CD Challenges

- Over time, Choice's needs outgrew the Jenkins pipelines and custom CD tool capabilities
- Legacy monolith systems deployments were slower and could only occur during periods of low activity.
  For the Digital team, this meant:
  1. Deployments just to production were at 10:00pm once a week and required more than 12 hours
  2. Rollback took 4 hours
- As a result, Choice decided to move away from manual solutions and maximize investment in CI/CD
- After evaluating multiple continuous deployment tools and products, Choice decided to leverage Harness

> **Harness helps us capitalize on the investments we've made in automation tools by streamlining everything into a single pipeline"**

History

- In 2015, Choice Hotels began its journey to the cloud
- Legacy systems used a combination of manual and scripted steps for deployment
- As there were no compelling CD tools, Choice built their own, leveraging Jenkins pipelines and java components and providing basic capabilities.
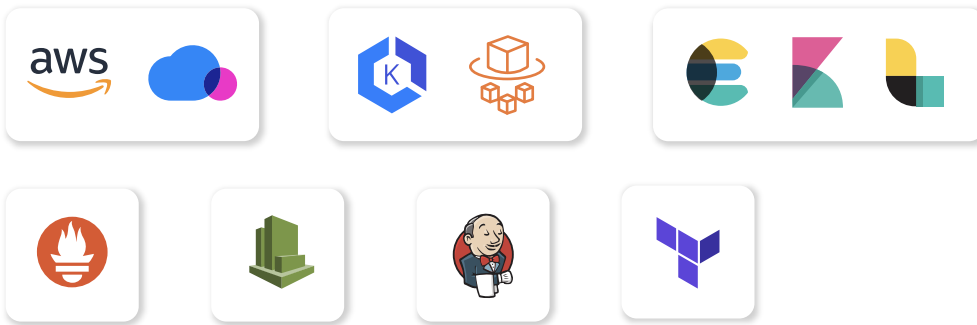
Business Impact and ROI:

- 200k in maintenance costs saved per year
- 85% reduction in deployment effort
- 99% reduction in roll back time from 4 hours to 5 minutes
- Improved consistency across configurations, reducing errors by 25%

> **Even after going 'all-in' on cloud, Harness allowed our team to deploy faster, more often, and with fewer issues"**

![harness | CHOICE HOTELS]

> **We wanted to provide more value to our customers by streamlining our CI/CD efforts"**

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CI/CD Ecosystem

> **Harness helps take the uncertainty out of deployments and allows teams to deploy whenever they want"**

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Harness Benefits

- Choice Hotels deploys 100% of its Amazon workloads using Harness
- Harness helped the Digital team break up their monolith into microservices and deploy to AWS in 3 months
- The Digital team now deploys any time of day.
- Deployment time and effort for the Digital team services reduced by 85%
- The Digital team can roll back in 5 minutes
- Deployment velocity has increased through integration with Choice's approval system
- Continuous Verification discovers issues sooner, reducing impacts and speeding MTTR, reducing the financial impact of each failure

> **Our internal tool served its purpose, and we were ready to modernize the tech we use"**