

Pets at Home - Analytics Platform

Go Reply took ownership of the existing Analytics platform within Google Cloud and defined, managed and delivered the transition from the customer Analytics, Platform and Data Engineering team to a Site Reliability Engineering team within Go Reply.

The challenge

Pets at Home have been scaling up their data programme and capabilities over the past few years to be an industry leading data driven company, and matching this rapid growth with improved automation and engineering capabilities became a challenge. Go Reply was asked to improve the data platform in terms of reliability and scalability, and provide ongoing managed services.

The solution

Go Reply used Bigquery, Cloud Storage, Composer, Dataflow, pub/sub, Cloud functions, CloudSQL, Data catalog and Compute Engine to improve existing systems. We brought Site Reliability Engineering and best practices for incident resolution and preventative measures for recurrence, with Google Operations delivering alert policies based on a priority matrix for automated notifications.

The results

Go Reply have implemented standardised alerting policies for monitoring the analytics platform, removing alert fatigue and providing a priority based framework for response resolution alongside standard runbooks. Our embedded support team consists of Site Reliability Engineers who monitor the Analytics platform and provide resolutions alongside improvements for reliability.

Go Reply enabled Pets at Home to continue their growth as a data driven company and spend less time dealing with the underlying technology



About Pets at Home Group Plc

Pets at Home is a British pet supplies retailer, providing pet owners with everything they need to be able to look after their pet – from food, toys and bedding, and grooming services, right the way through to first opinion veterinary care. It is listed on the London Stock Exchange and is a constituent of the FTSE 250 Index.

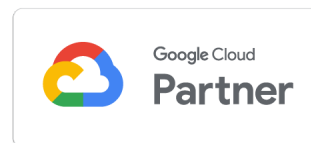
Industry: Retail & Wholesale

Primary project location: United Kingdom



About Reply Limited

Premier Partner & MSP for Google Cloud Platform and Workspace, providing consulting on systems integration and digital services for IaaS PaaS & SaaS.



Products

Google Cloud Platform