

### Snapshot

Technology:  
Apache Cassandra

Sector:  
Infrastructure

Use case:  
Gaming



*NHN Techorus is a Japanese company that provides IT infrastructure and managed services through the company's Datahotel Division.*

## Overview

The company also has several data centers and has a range of cloud based services that includes 24/7 monitoring operational support for their customers.

NHN Techorus has identified that there is a rapidly growing number of customers looking to deploy applications and solutions using Apache Cassandra as their data store. In early 2015 the Datahotel Division commenced support for the technology.

*“Instaclustr provided the technical expertise required to help us troubleshoot technical issues associated with a Cassandra deployment for our customers. Instaclustr has a team of seasoned highly capable technical experts that were great to work with.”*

*Son Hirai  
Director of Datahotel Division, NHN Techorus*

## Challenge

A large NHN Techorus customer in the online gaming industry had significant technical issues on their application caused by technical problems associated with their large Apache Cassandra deployment. The company had over 30 nodes in a number of different clusters and the technical problems were causing problems with availability and latency.

The NHN Techorus support engineers had limited expertise when dealing with a Cassandra deployment that was experiencing significant technical difficulties. The support engineers required another layer of support to be able to provide detailed technical Cassandra expertise required to provide operational support and management for Cassandra deployments.

## Solution

NHN Techorus reached out Instaclustr to gain access to dedicated Apache Cassandra expertise to help with rectifying the technical issues that were plaguing their customer. The Instaclustr technical team helped to identify the problems and recommend technical remediation, and also provided knowledge transfer for Cassandra operations.

Instaclustr has been engaged by NHN Techorus on an annual agreement to provide additional technical expertise and support on an ongoing basis, providing another layer of assurance in supporting the company's support engineers for operational deployments.

## About Instaclustr

Instaclustr is a company with extensive experience in designing, deploying and managing critical infrastructure for open source solutions that require immense scale.

We deliver mission critical, high performance and always on data solutions for our customers. We provide managed and hosted services for open source data management solutions such as Apache Cassandra and Apache Spark. We also deliver a wide range of related consulting and support services for these technologies.

Instaclustr's consulting expertise leverages the experience we have gained from over 10 million node-hours of managing Apache Cassandra and related technologies.

Our staff includes experienced consultants with deep expertise in the technologies we support as well as extensive consulting experience.