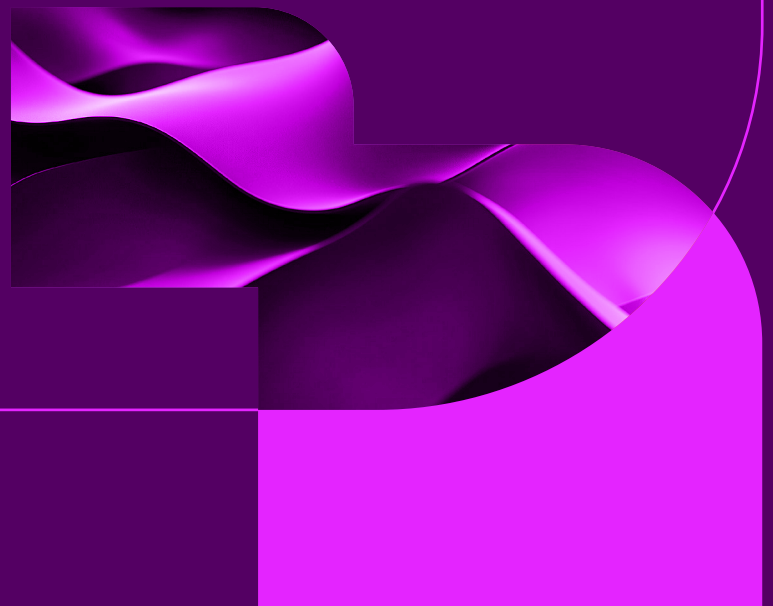


 Operata

Case Study

*Operata unlocks over 6,200  
engineering hours to advance  
CX observability*

**WITH MANAGED OPEN SOURCE**



## Industry

- Information Technology

## Products used

- ClickHouse
- OpenSearch
- PostgreSQL

Operata provides customer experience observability for cloud contact centers. Its platform helps enterprises understand what is truly happening inside their environments by analyzing large volumes of interaction data in real time. With this visibility, teams can quickly identify issues, uncover their root causes, and improve both agent and customer experiences with confidence.



## Challenges

- Managed complex data infrastructure with a lean engineering team
- Risked infrastructure instability from large traffic surges from onboarding new, highly regulated customers
- Faced platform instability and insufficient support from previous vendor



## Results

- Reclaimed 6,200+ engineering hours annually to focus on product development
- Scaled to support over 500 million interactions without performance issues
- Achieved resilient multi-availability zone operations with zero-downtime upgrades

## *De-risking growth for a fast-moving startup*

Contact centers are constantly shifting environments, shaped by changing people, technology, and demands. For teams working inside them, the reasons behind performance issues are often hard to pinpoint, even when the effects are clear. Operata emerged from a desire to make these environments easier to understand and to help leaders see what's happening beneath the surface in order to better interpret the signals that influence customer interactions.

"We help enterprises shine a light on what's actually happening in their contact centers. We connect data across networks, agent desktops, AI systems and CX platforms so they can identify and resolve issues in real time. Our customers, typically some of the world's largest contact centers, rely on us to understand not just that something went wrong, but why it went wrong," said John Mitchem, Co-Founder and CTO of Operata.

As voice AI and automation reshape the landscape, that clarity has become even more essential for organizations navigating evolving expectations while still delivering consistent customer experiences. Operata gives their customers the foundational insight needed to adapt and keep improving, but staying true to that standard required the company to remain focused on their customers' challenges. Managing their own increasingly complex data infrastructure, however, was beginning to pull engineers away from that focus and slow the pace of innovation. It became clear that reducing this burden was necessary to preserve the agility at the heart of Operata's work.

## *The infrastructure bottleneck*

In 2022, Operata's agile engineering team of five set a high bar for resilience and innovation, rapidly advancing new products while expertly managing the company's data infrastructure in-house. This hands-on, inventive culture fueled Operata's growth and positioned the business to secure its first major regulated enterprise customer, a leading UK bank.

This massive deal brought the expectation of a 5x traffic increase almost overnight. Suddenly, managing infrastructure evolved from a technical task into a serious business risk. At the time, Operata relied on a hosted Elasticsearch service that suffered from platform instability. Worse, the vendor failed to provide the responsive support Operata needed to back its own customer service level agreements confidently. Coupled with rising vendor lock-in concerns following a licensing shift, Operata realized its current path was unsustainable.

"We couldn't have three out of our five engineers focusing on infrastructure at the time," said Mitchem. "That would have stretched our team too thin, and we would not have been able to deliver on our commitment to the customer."

## *A true partnership for open source data*

To protect agility and support its growing customer base, Operata began searching for a partner who could help them stabilize their data systems without slowing innovation. They found that partner in Instaclustr. "For us, finding a partner isn't about offloading a problem, it's about finding someone who's as invested in our customers' success as we are," said Mitchem.

Instaclustr stepped in as an extension of Operata's engineering team, helping them transition from a restrictive hosted Elasticsearch service to a modern, open source stack anchored by OpenSearch and PostgreSQL. The result was a significant improvement in stability, performance, and support. Just as importantly, Instaclustr's flexible deployment models allowed Operata to retain control of its data to meet the needs of regulated industries. "That ability to host in our environment, especially for regulated industries, was a game changer," said Mitchem.

The partnership deepened as Instaclustr took over management of Operata's ClickHouse analytics environment, which sits at the core of their observability platform. "Instaclustr manages our ClickHouse clusters, which power all of our observability and analytics workloads. We're talking about 500 million interactions, billions of agent minutes, and trillions of insights," said Mitchem. With high availability, proactive monitoring, and real-time scalability handled by Instaclustr, Operata's team could shift their energy back to innovation. "Instead of my engineers worrying about another overnight migration or playing catch-up with outages, we're able to focus 100% on building what differentiates us, a great customer experience."

## *Exceeding expectations and building the future*

With Instacluster managing essential infrastructure operations with round the clock support, Operata's engineers gained the time and space to innovate. The team reclaimed more than 6,200 hours each year, time that had previously gone towards backend maintenance and urgent fixes. "Our engineers are not being pulled away to fix backend issues anymore," said Mitchem. "They can focus on delivering features and exceeding customer expectations."

Instacluster also strengthened Operata's platform resilience. Multi availability zone deployments, reliable failovers, and guided upgrades became routine, giving the engineering team confidence instead of concern about high-risk operations. "We have seen a real step up in stability. Failovers are seamless, upgrades are no longer something we dread, and support is always ready to jump in," said Mitchem. What had once required manual, high stress coordination is now predictable, zero downtime work. "Having a partner that can guide us through upgrades and resolve issues before they become problems has fundamentally changed the way we operate."

## *A partner through and through*

Looking forward, Operata plans to continue partnering with Instacluster as it explores new stream processing tools, real-time analytics, and machine learning pipelines. By letting Instacluster handle the operational heavy lifting, Operata ensures nothing stands between its engineers and the next breakthrough in CX observability.

*"The time and mental energy saved by working with experts has been invaluable. Choose partners who are invested in your success. It makes a world of difference."*

**John Mitchem**, Co-Founder and CTO of Operata

NetApp® Instacluster specializes in open source technologies for enterprises. Our managed platform streamlines data infrastructure management, backed by experts who ensure ongoing performance, scalability, and optimization. This enables companies to focus on building cutting edge applications at lower costs.