Bulley & Andrews Clients Benefit From Google SRE Practices

Since our founding in 1891, the firm has expanded on its legacy, evolving into a leading, cutting-edge construction company with a regional focus and national reach. With our headquarters in Chicago and a staff poised to react to best serve our clients geographically, we have both the depth and breadth of experience to respond to our client's building needs regardless of the scope.

The challenge

Bulley & Andrews needed a supported system to automate the scheduling of deliveries for their customers. To accomplish this goal, Cloudbakers developed an application that utilizes Google Cloud solutions to improve the operational efficiencies of their distribution center. The application then uses Google Cloud to dispatch deliveries according to reservations within the application. The external dependencies require a strong monitoring and alerting system to manage incidents and a partner to manage those systems.

The approach

The Cloudbakers team has implemented Google Cloud Task Queues to manage all requests throughout the system. Monitoring on the success/failure of the Task Queues enables early detection of potential issues and automatically triggers alerts when necessary. Cloudbakers provides managed services for ongoing support & maintenance of the application and it's infrastructure.

The results

In a recent G Suite Calendar API partial outage, the application detected the problem and alerted the Cloudbakers support team in the middle of the night. Cloudbakers started to manage the incident and shared updates to the client before they were even in the office the next day. By mid-morning, the team had found a workaround by changing a setting in the calendar API payload which allowed the Task Queue to rerun all backlogged reservations without data loss.

Another benefit to the monitoring approach allowed the Cloudbakers team to conduct a root cause analysis on what initially appeared to be an inventory stockout problem but when analyzed turned out to be an edge case issue that was rectified in the next release.

"Google Cloud and Cloudbakers management services provides the reliability and support to meet our clients needs"

– Chris Thomas, Bulley & Andrews

BULLEY & ANDREWS

About Bulley & Andrews
Rooted in the simplicity of a time when construction practices relied on horses, ropes and pulleys, and laborers who were paid in cash daily, Bulley & Andrews keeps its ties to tradition while staying at the vanguard of innovation, technology and best practices in the field of construction.
Industry: Construction
Location: United States

cloudbakers

About Cloudbakers
We bring the cloud down to Earth. The future of your business hinges on adopting and adapting to changing technology – that's what Cloudbakers is here to help with.

Google Cloud Partner

Products
- App Engine
- Cloud SQL
- Task Queues
- StackDriver
- Maps API
- G Suite Calendar API