Gearset helps Leading Hotels of the World triple their Salesforce release cadence

The Leading Hotels of the World is a collection of authentic and uncommon luxury hotels in over 80 countries.

Location Headquartered in New York City   **Industry** Travel & Hospitality   **Customer since** 2018

Challenge

Before Gearset, The Leading Hotels of the World struggled to get change sets to work for them. Over time, change sets inevitably stopped being a viable option as LHW began to release more frequently. "We started to notice a huge amount of configurational drifts between the environments which would take weeks to fix at a time," Ken Cooper, Director of System Architecture & Security, explains.

LHW's biggest challenge came around twice a year when the company synced their orgs. "It was frustrating and took us weeks to actually go through and get the orgs straightened out," Ken comments. "There were literally hundreds of objects that were out of sync because the environments had been left to go stagnant. Every time we did sync them, it would take us almost two weeks or a whole sprint to move the data and metadata around. And then we'd repeat the same process 6 months later."

Solution

After reaching crunch point, Ken and his team started to look for another way to keep on top of the orgs while saving time and money. When Gearset was recommended by a consultant developer, Ken and the team wasted no time in starting a free trial.

Gearset's "simple and well thought-out UI" stood out immediately to the team. Ken says that "the comparison feature is just amazing" and gives him and the team so much visibility into the code, especially being able to see if there's any drift between environments, the issue that caused so many headaches pre-Gearset. No more 2-week fixes and missing entire sprints!

Visibility is an important aspect of any DevOps workflow. Since implementing Gearset, Ken and the team at LHW now have a clear and concise overview of their entire DevOps process. "Gearset has excellent integrations with development and project management tools. We've accelerated our DevOps by integrating Gearset's CI with our GitHub repo. And we've increased the traceability of deployments by integrating Jira so we know why, when, and what was deployed with each release throughout our development pipeline."

Results

Increase in release cadence from 3 times a week, to 10 times	Productivity improvements have already produced a 20% return on investment	Teams now have clear and concise visibility across all environments	Gearset easily integrates with LHW's tech stack tools, such as Jira

"With Gearset, we've increased our software releases and have given so much time back to our devs, admins and release manager. Now when we do releases, I can easily see in real time whether something went to plan or whether it failed."

Ken Cooper,
Director of System Architecture & Security, The Leading Hotels of the World