Customer Case Study: Liberkee


INSTANA

How Liberkee Puts Dev+Ops in the Driver's Seat

liberkee

A few short years ago, contactless car rentals were the realm of science fiction. If you wanted a car, you had to fill out and sign half a dozen forms and wait while an agent approved your credit card before you were handed the keys. Even if you booked a car online, you still needed to talk to a person and verify your personal information before you could get behind the wheel. These days, you can rent a car on a mobile app and then use your phone to unlock the vehicle, which is faster and, these days, safer.

Huf Secure Mobile GmbH (Liberkee, effective from February 2021) used to be a wholly owned subsidiary of Huf Hülsbeck & Fürst GmbH & Co. KG. Founded in 1908 in Velbert/North Rhine-Westphalia, the group of companies develops mechanical and electronic locking and tire pressure monitoring systems for the global automotive industry. Huf was the first company ever to design components for the vehicle access and driving authorization systems "Passive Entry" and "Keyless Go". Huf is one of the 20 most innovative companies in Germany.

Our customers include car rental and sharing service providers and other operators of vehicle fleets. Our applications streamline the management of automotive fleets, provide usage metrics, and allow users keyless access using mobile phone apps while also securing vehicles against unauthorized use.

Learning Systems Engineering on the Job

I've been with Huf Secure Mobile (Liberkee) for just over four years now. It was my first job in a Systems Engineering role. Immediately, I found myself in a world of virtual machines, databases, and other unfamiliar IT concepts. I spent a lot of time coaching myself everything I could about that new subject, both on the job and after hours.

My diligence and enthusiasm paid off, and I was then promoted to Head of Digital Operations, rising to a position within the company that allowed me to set the tone for our operations activities and help the team transition to cloud technology.

Making Sense of an Ordered Mess

Our IT infrastructure has grown over time with changing business requirements to roughly 200 VMs running on bare-metal on-prem servers on hundreds of services that we could not oversee and monitor in an appropriate way. Alarming ahead of customer complaints was a big issue. Several monitoring solutions were in place but were not fully integrated and fine-tuned. The whole system was working but required attention and ultimately could be streamlined to be operated by fewer people, thus lowering the operational costs.

We were dealing with physical and virtual servers that were partially documented and had little automation. For new employees joining the team, it was hard to get up to speed.