



## CASE STUDY

Service+

## A unifying subscription model

Service+ is a centralized integration API service for user authentication, authorization, payment, and subscription. Subscribers to Bonnier's online products can now purchase and access content from any device, using their choice of payment gateway.

### THE CHALLENGE

In 2012 Niteco took on development and maintenance of Service+.

Bonnier's media channels have a vast user base with different payment method preferences. The different newspaper properties have different subscription models and back-end subscription systems. Service+ needed to unify and support all of these.

The system needed to support these users across multiple platforms & devices, whilst handling high request volumes and providing high availability.

A user-friendly back-end system was required for monitoring, reporting, data analysis, and administration.

Because Service+ supports multiple business units, requirement change is constant and crucial. We needed to be set up to prioritise and respond to changes in requirements quickly.

### THE TOOLS

Java

OAuth2.0

Jenkins

Maven

Play framework

Resftful API

SOLR

Memcached

GitHub

Jira

### THE SOLUTION

Service+ has a single unifying subscription model that was flexible enough to support multiple subscription models from different newspapers. Adapter pattern was used to connect to multiple back-end subscription systems.

A strong payment solution was implemented with multiple payment gateway integrations, for easy subscription purchase.

The system has a load balancing model, with SOLR, Memcache, and based on Play framework. This allows us to maintain a system with near 100% uptime and high performance scalability, whilst providing millions of content authorization requests per day.

To meet the need for full platform and device flexibility, the system was architected based on SOA providing Restful API.

In order to support the quickly evolving requirements, the team used Kanban to achieve a one-week delivery pace, provided a 24/7 support hotline to assist the client in Sweden, and developed a release process that provides no-downtime releases.

The system also has a function rich backoffice for data auditing and reporting, and comprehensive real time system monitoring and alerts based on a NewRelic and Splunk implementation.