CarRentals.com, a car rental service with over 29,000 locations throughout 197 countries, had acquired two new global car service brands: AutoEscape in France, and CarDelMar in Germany and the Netherlands. While this expansion helped position CarRentals.com as a leader in the international travel space, the organisation lacked a cohesive method of visualising how the entirety of its applications and infrastructure were performing. The newly acquired business entities ran their own monitoring solutions and interfaces supported by a common PHP-based monolithic backend. These disparate monitoring solutions made it difficult for the organisation to stay abreast of day-to-day operations—much less correct course when things went awry.

The decision to use New Relic and AWS

It didn’t take long for CarRentals.com to realise that it needed consolidated monitoring. The company had recently adopted New Relic and it soon discovered that the ideal solution was right under its nose. Frank Dornberger, Senior System Engineer, was immediately impressed with New Relic’s ability to pinpoint application and customer experience issues quickly. ‘The further we got into New Relic, the more we realised how much it could do’, says Dornberger.

CarRentals.com primarily used New Relic APM for a comprehensive view of the company’s applications and services; New Relic Insights to analyse real-time data visualisations; New Relic Browser for insights into users’ experiences on its website; and New Relic Synthetics to monitor business transactions and API endpoints.

By pairing these products with AWS solutions such as AWS Lambda, Amazon EC2, and Amazon CloudWatch, CarRentals.com was able to closely track deviations and receive consistent feedback and alerts for all three entities: CarRentals.com, AutoEscape, and CarDelMar.

A single solution means CarRentals.com can switch gears as needed

Today, CarRentals.com uses New Relic as its comprehensive solution to gather information instead of exporting from multiple systems—making monitoring much more manageable. IT teams can quickly identify key performance indicators such as transactions per second, error rate, error count, success rate, and so on.
and latencies. As soon as an incident is detected, alerts are sent from New Relic to respective engineering teams to process, triage, and escalate issues.

‘Ease of use is a huge advantage’, says Dornberger. ‘I’ve got a big monitor behind my desk capturing real-time reporting. It’s made my team’s job much easier.’

**AWS and New Relic help create faster load times and a 20% conversion uplift**

AWS provided a highly reliable, scalable, low-cost infrastructure platform, while New Relic helped streamline load times for CarRentals.com: a 95% reduction in average transaction times (from 444 ms to 21 ms), a 92% reduction in the slowest 50% of transactions (from 11,759 ms to 888 ms), and a 58% reduction in average database queries duration (from 29 ms to 12 ms). The result was a better overall customer experience, most evidently witnessed in a conversion uplift of more than 20%.

**Driving into the future with confidence**

At present, CarRentals.com is using 31 AWS products to power 26 apps and microservices with most of its monitoring done via New Relic. That number of apps is expected to grow. Having successfully moved its legacy systems to AWS, CarRentals.com is using the same migration solution as a best practice for its parent company, Expedia Group. In April 2018, it moved the last parts of its application out of a physical data center. Since then, Dornberger has advocated for building New Relic into everything so all parts of the organization can witness immediate benefits.

‘If New Relic can reduce load times and meet business case needs and requirements, then it’s likely to be our first choice’, says Dornberger.

With full visibility into the performance of all of its brands, CarRentals.com can now confidently correct course when needed and deploy quickly. The company’s IT teams are more likely to think outside the box and experiment with new features knowing that they can spot and resolve issues immediately should they occur. With this kind of assurance on board, CarRentals.com can continue to drive innovation now and in the future.

**About New Relic and AWS**

Using AWS services, New Relic lets you know exactly how your cloud apps and hosts are running, whether business goals are on track, and the immediate positive impact on operations. Because most monitoring is conducted after migration, during the ‘run’ phase, efforts to capture true progress are in vain. New Relic advocates for monitoring to be implemented during planning, otherwise known as the discovery phase.

By establishing pre-migration baseline metrics, New Relic and AWS allowed CarRentals.com to capture a precise picture of its systems before and after cloud adoption. This third-party confirmation of progress kept CarRentals.com confidently moving forward toward greater and greater cloud adoption, which in turn has continued to benefit business operations.

‘Using a single solution to gather information instead of exporting from one, two, or three separate solutions has made it much easier to monitor our operations.’

Frank Dornberger
Senior System Engineer

**New Relic** provides the real-time insights that software-driven businesses need to innovate faster. New Relic’s cloud platform makes every aspect of modern software and infrastructure observable, so companies can find and fix problems faster, build high-performing DevOps teams, and speed up transformation projects. Learn more about [New Relic for AWS](#).