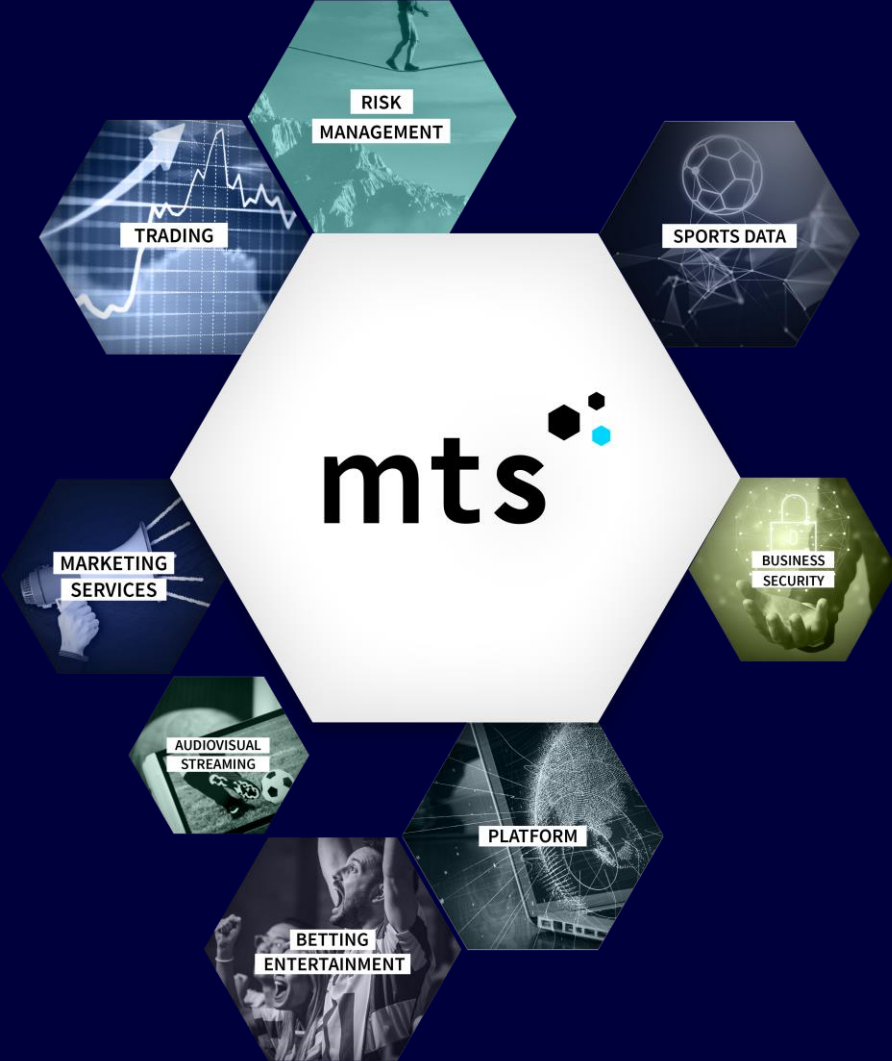# MTS Migration into AWS Cloud System Announcement

02/07/20

sportradar

Dear valued customer,

We would like to draw your attention to the following changes which relate to the MTS migration into AWS cloud system.

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We kindly ask you to confirm receipt of this notification. As a matter of course, we'll keep you well informed about any news and updates related to the different steps of the MTS AWS migration project.

Best regards,

Betradar Support
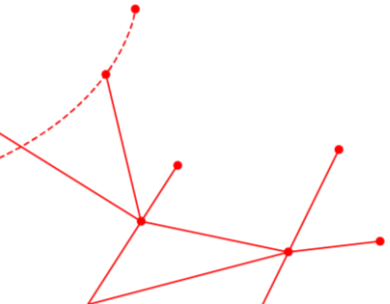
1. MTS migration into AWS cloud system – improved performance for our clients

We are well on our way to finishing the migration to AWS with the majority of services now fully running in AWS live, and more on their way soon!

But what does migration mean to you - as our valued customer? Surely changing where servers sit cannot make much of a difference to the product or our business….?

Please see below for just some of the key improvements you will see due to the migration

a) Player performance insights has increased by a factor of 40

Understanding who the "VIP" players are and who the sophisticated "careful" players are is a key part of MTS risk management. By moving to the cloud, we can now track the statistics and performance of over 1 billion unique players.

b) Removal of hard ceiling capacities, which is important considering meteoric growth of MTS

Scaling MTS used to be a tricky business, be it for reporting services or the ticket store or even the ticket indexing service. It routinely used to take two weeks of time and effort to rack, stack and configure the hardware and application. Also, the physical limit of scaling physical hardware was getting closer. We can now scale all of these services within two hours by clicking a button.

(1) Faster access to critical data for our Traders and ITS customers

- Aggregating data from new tickets has dropped from 10 sec to 1 sec
- Searching for tickets that took up to 60 seconds to locate, now takes 1 sec
- Analytical reports that took a day, will shortly be delivered in minutes

(2) Improved data security, more resiliency and quicker to restore in a disaster

- Data-at-rest and data-in-flight encryption makes regulatory compliance easier
- Role-based security means there are simply no passwords to steal
- Multiple copies of our database – up to 15 copies are kept live
- Full Disaster recovery is now 4 times faster, down to 30 minutes

Hopefully this gives you an idea that moving to the cloud is not really about infrastructure but about industrial scale.
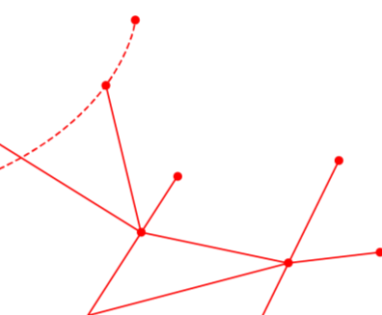
2. What does this mean for our customers?

More precisely, what does this mean in regards actions for you? Due to the complexity of MTS consisting of hundreds of interconnected servers, we took an early decision to not "drag legacy feed components into the cloud". Instead, we would clean up and refactor MTS along the way – to make MTS a cloud native application (designed to make use of the cloud's scaling features).

Due to this we can only migrate a customer to AWS if the migration from legacy to the Unified Feed (UOF) has already been completed. We encourage all of our customers who haven't yet done the migration to the UOF to prioritise this. Our dedicated Technical Integration Managers (TIM) are standing by to support you as much as possible throughout the migration to UOF.

Please contact your sales and/or OAM representative for additional details on how to get a TIM assigned to your account.

3. Whats next?

    a) Client Integration Environment

1. MTS - On **9th July** MTS will carry out a DNS switchover causing a forced disconnect. This is needed so that MTS can change the DNS (domain name system). All client traffic will now be rerouted through the Amazon network but still serviced via on-prem MTS backend in ZRH. We expect a slight increase in ticket acceptance latencies due to additional network hop. An according maintenance notification will be provided.
2. Clients - Should reconnect automatically. No actions needed on your side but if you do have problems please contact our Technical Support as usual.
3. Clients & MTS – During the next couple of weeks **(July and August)** there will be more unplanned client disconnects that clients should be able to handle gracefully. Disconnects will be caused by frequent and unannounced switchovers between on-prem and AWS MTS backends. This is also to ensure that client reconnect logic works as expected.

    b) Production Environment

1. MTS - **On 11th August** MTS will carry out a 1st forced disconnect of on-prem MTS infrastructure (due to ZRH HaProxy border load-balancer reconfiguration). All clients will remain connected to on-prem MTS backend in ZRH.
2. MTS - On **18th August** MTS will carry out a DNS switchover causing a 2nd forced disconnect. This is needed so that MTS can change the DNS (domain name system). All client traffic will now be rerouted through the Amazon network but still serviced via on-prem MTS backend in ZRH. We expect a slight increase in ticket acceptance latencies due to additional network hop.
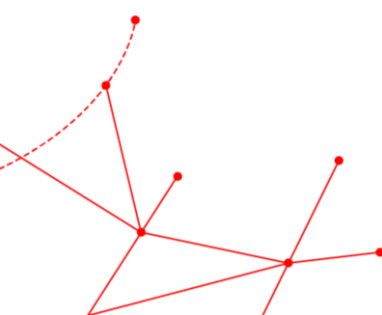
3. Clients - Should reconnect automatically. Clients not connecting via DNS will be alerted. No actions needed on your side but if you do have problems please contact our Technical Support as usual.
4. MTS - During the next month MTS will perform a gradual switchover of the first tranche of customers to the new MTS AWS backend and allow for a bed-in period.
5. MTS - **On 22nd September** MTS will carry out a 3rd forced disconnect.
6. Clients – Should reconnect automatically, this time connecting to the new MTS AWS backend and finally enjoying all the benefits of improved reliability, scalability and performance of the new system. No actions needed on your side but if you do have problems please contact our Technical Support as usual.
7. MTS/Client by **22nd September** all clients should be migrated to AWS.

4. Contact us

If you have any questions or queries regarding this customer information, please do not hesitate to contact our support team: support@sportradar.com

For any questions regarding commercial matters, please contact our Sales and/or MTS OAM representatives.