

# Staying ahead of the game:

How Delasport achieves 24/7  
reliability and excellence with  
Site24x7



## About

Delasport is a leading B2B iGaming technology provider, offering fully managed sportsbook, casino, and PAM (player account management) platforms, tailored for regulated markets and rapid operator growth. Its relentless focus on innovation and reliability sets the standard for operational excellence and seamless user experiences.

Location Bulgaria | Industry B2B iGamingTechnology



### Proactive Detection

60% of issues spotted early, ensuring high uptime.



### Safeguarding Trust

Continuous SSL monitoring keeps data secure and standards intact.



### Stable Operations

Server health checks keep systems reliable with proactive, precise monitoring.



### Seamless Onboarding

New team members quickly adapted to key modules and contributed within days.

You cannot improve perfection, and I think in our terms, Site24x7 is perfect. Without Site24x7, our job would be hundreds of times more difficult.

— Evgeni Hristov, team lead, NOC team, Delasport

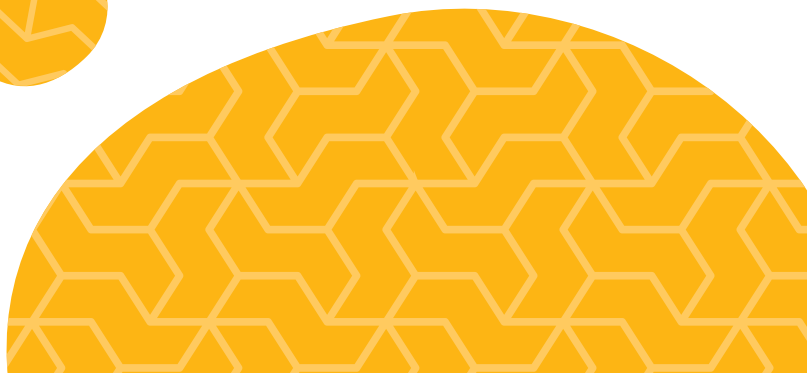


# The high-stakes challenge: Reliability when it matters most

As an award-winning technology provider, Delasport operates in a landscape where uptime and flawless performance are non-negotiable. With a highly specialized NOC team led by Evgeni Hristov, the responsibility of monitoring their vast network of global websites falls squarely on the NOC team's shoulders. Global events like the World Cup, Euro Cup, and Olympics push traffic to peak levels, turning high-pressure situations into the norm.

Yet, Delasport's previous monitoring setup fell short: fragmented checks and inconsistent insights affected response time and the reliability of its services. Monitoring a website in Canada from a European location, for instance, delivered results that were not only misleading but also hindered the company's ability to act swiftly and effectively.

For a company where operational excellence is imperative, this gap was unacceptable. Delasport needed a comprehensive observability platform to ensure high uptime and performance for its demanding online services.





## The solution: Precision and proactive monitoring with Site24x7

Transitioning to Site24x7 was a game-changer for Delasport. The team restructured its monitoring approach by customizing monitoring locations and refining performance alert thresholds. Now, when latency or downtime threatens a website's performance, the NOC team receives immediate, location-specific alerts, empowering the team to act before customers feel any impact.

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"60% of website issues are caught in advance, thanks to Site24x7."

— **Evgeni Hristov, team lead, NOC team, Delasport**



# SSL monitoring: Safeguarding trust across the network

With sensitive user data constantly being transmitted across Delasport's platform, ensuring SSL certificates are valid, secure, and up-to-date is critical to maintaining customer confidence and meeting compliance standards in the high-stakes iGaming industry.

With Site24x7's advanced SSL monitoring capabilities, Delasport has deployed SSL monitors that provide continuous, real-time updates and proactive alerts. This vigilance prevents certificate lapses that could result in costly service disruptions, compromised data integrity, or erosion of user confidence. Site24x7 empowers Delasport to maintain seamless encryption across its global network, ensuring that every interaction remains secure and compliant with stringent industry standards.





# Performance monitoring: Proactive measures for server health

Server stability is the backbone of Delasport's operations, and Site24x7's server monitoring functionality enables the company to maintain that strength with precision. From tracking CPU usage and memory to monitoring disk space and swap memory, the NOC team is always a step ahead, with customized alerts that detect potential issues before they escalate into real problems.

The flexible plugin integrations provided by Site24x7 have further enhanced Delasport's server monitoring, offering tailored solutions for specific needs and making its approach adaptable and comprehensive.





# Seamless onboarding: Empowering the team



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"Combined with Delasport's proprietary engagement tools, fast time-to-market, and customizable front-end, the operational reliability ensured by Site24x7 strengthens Delasport's competitive edge against legacy and modular competitors."

— **Evgeni Hristov, team lead, NOC team, Delasport**

Adopting a new platform can often be met with resistance, but Site24x7's user-friendly interface turned onboarding into an effortless process for Delasport. Hristov's new team members quickly adapted to key modules, allowing them to contribute meaningfully within days. The intuitive layout ensures that even team members with minimal Linux experience can manage installations confidently. This translates into fewer training bottlenecks, less work for Hristov, and an empowered team capable of tackling the most demanding scenarios.

# Results: From insight to action

Thanks to Site24x7's real-time insights, Delasport has maintained a high level of operational efficiency that supports its core mission of reliability. Whether it's ensuring uptime during global events or maintaining peak server performance, Site24x7's platform allows Delasport to not only react but to anticipate and prevent potential issues.

## Winning every moment with Site24x7

For Delasport, Site24x7 has evolved from being a mere tool to a strategic partner. Its comprehensive, intuitive, and reliable monitoring capabilities have fortified Delasport's ability to deliver exceptional service. The impact? Enhanced operational confidence, seamless team onboarding, and, most importantly, uninterrupted, world-class experiences for its users.

In the high-stakes world of iGaming, Delasport's partnership with Site24x7 is not just about monitoring—it's about ensuring every moment counts.

## About ManageEngine Site24x7

ManageEngine Site24x7 is a full-stack observability platform that helps IT, DevOps, and SRE teams monitor the health and performance of websites, servers, applications, networks, and cloud environments from a single unified console. With AI-powered alerts, real-time dashboards, and advanced analytics, Site24x7 enables organizations to detect issues proactively, optimize performance, and deliver seamless digital experiences to customers across the globe.

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