

Kronos Incorporated

Introduction

This case study of Kronos Incorporated is based on a May 2021 survey of OpenLogic customers by TechValidate, a 3rd-party research service.

Challenges

They have been concerned with the following when it comes to developing with open source technologies:

- Low bandwidth for skills acquisition
- Too much complexity in package selection

Use Case

When asked which efforts have seen the most success when choosing an open-source solution, they said:

- Application modernization
- Cloud migration

Said that it is extremely important that their open-source support vendor offers support for a full solution stack.

Confirmed that when it comes to having a comprehensive and viable open source consumption strategy, it is critical to have:

- Access to deep expertise
- SLO-driven contracted support
- Vulnerability patching and maintenance capability

Results

Kronos Incorporated achieved the following results with OpenLogic :

- What OpenLogic enabled them to do:
 - Avoid downtime
 - Reduce organizational costs
 - Reduce maintenance
 - Maintain security compliance
 - Facilitate an overall open source risk strategy
- OpenLogic compared to other vendors they have previously evaluated or used:
 - Ticket Response Time: best in class
 - Ticket Resolution Time: superior
 - Support Staff Expertise: superior
 - Ease of engaging the support team: best in class
 - The range of packages supported: superior
- Importance of OpenLogic's end of life / long-term support maintenance capabilities related to the following:
 - Linux and other operating systems: highly important
 - Application Platforms (Java, Node.js, PHP, etc): highly important
 - Databases: highly important
- Level of agreement with the following:
 - OpenLogic helps their business to achieve a faster time to market: agree
 - OpenLogic support saves them a significant amount of time: strongly agree
 - OpenLogic consistently meets or exceeds their contracted support ticket SLAs: agree
 - OpenLogic adds value to their organization's overall security strategy: agree
 - OpenLogic makes it easier for their business to innovate: strongly agree

Company Profile

Company:
Kronos Incorporated

Company Size:
Large Enterprise

Industry:
Computer Hardware

About OpenLogic

We believe in the power of teamwork. And that our development tools should empower the diverse teams that use them by enhancing collaboration, control, quality, speed, scale, and freedom.

Learn More:

[Perforce Software](#)