

# Large Enterprise | Professional Services Company

## Introduction

This case study of a large enterprise professional services company is based on a May 2021 survey of OpenLogic customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.



“It [OpenLogic support] allowed us to drive an internal repository to centrally manage CentOS versions easily and deploy them rapidly.”

## Challenges

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

- Security

## Use Case

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

- Application modernization
- Cloud migration
- Federation and middleware

Said that it is important that their open-source support vendor offer 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 a vulnerability patching and maintenance capability

## Results

The surveyed company achieved the following results with OpenLogic :

- What OpenLogic enabled them to do:
  - 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: better
  - Ticket Resolution Time: better
  - Support Staff Expertise: better
  - Ease of engaging the support team: superior
  - The range of packages supported: better
- 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): important
  - Databases: 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: agree
  - OpenLogic adds value to their organization’s overall security strategy: agree
  - OpenLogic makes it easier for their business to innovate: agree
- Realized a payback in their investment with OpenLogic in Within the first 6 months.

### Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:  
**Large Enterprise**

Industry:  
**Professional Services**

### 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:

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