

Global 500 Banking Company

Introduction

This case study of a Global 500 banking company is based on an April 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.



“Provides Gold level support for critical FOSS infrastructure programs makes it easier to keep those programs in use.”

Challenges

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

- Security
- Too much complexity in package selection
- Trusting that we are downloading safe and security bits.

Use Case

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

- Big Data
- Application modernization
- Cloud migration
- Digital asset transformation and management
- Federation and middleware

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

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

Results

The surveyed company achieved the following results with OpenLogic :

- What OpenLogic enabled them to do:
 - Avoid downtime
 - Reduce maintenance
- OpenLogic compared to other vendors they have previously evaluated or used:
 - Ticket Response Time: superior
 - Ticket Resolution Time: superior
 - Support Staff Expertise: superior
 - 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: important
 - Application Platforms (Java, Node.js, PHP, etc): highly important
 - Databases: highly important
- Level of agreement with the following:
 - OpenLogic support saves them a significant amount of time: agree
 - OpenLogic consistently meets or exceeds their contracted support ticket SLAs: agree

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:
Global 500

Industry:
Banking

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.

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