OPENLOGIC CASE STUDY

International Business Machines Corporation

Introduction

This case study of International Business Machines Corporation is based on an April 2021 survey of OpenLogic customers by TechValidate, a 3rd-party research service.

> " "OpenLogic has provided an alternative solution to high-cost commercial licensed products, that allow our customers to stand up an environment quicker, and at a lower cost."

Challenges

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

- 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
- Digital asset transformation and management

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
- Vulnerability patching and maintenance capability

Results

International Business Machines Corporation 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: superior
  - Ticket Resolution Time: superior
  - Support Staff Expertise: best in class
  - Ease of engaging the support team: 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: highly important
  - Application Platforms (Java, Node.js, PHP, etc): crucial
  - Databases: crucial
- 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 consistently meets or exceeds their contracted support ticket SLAs: strongly agree
  - OpenLogc adds value to their organization's overall security strategy: agree
  - OpenLogic makes it easier for their business to innovate: strongly agree
- Realized a payback in their investment with OpenLogic within the first year.

Company Profile

Company:
International Business Machines Corporation

Company Size:
Global 500

Industry:
Computer 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:

 Perforce Software