

Global 500 Insurance Company

Introduction

This case study of a Global 500 insurance 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.



“Ability to support Open Source utilities and tools.”

Challenges

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

- Security
- 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:

- Big Data
- Application modernization
- Cloud migration
- 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

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: superior
 - Ease of engaging the support team: better
 - The range of packages supported: best in class
- 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
- Surveyed company strongly agrees with the following:
 - OpenLogic support saves them a significant amount of time
 - OpenLogic adds value to their organization’s overall security strategy
- Realized a payback in their investment with OpenLogic in within the first year.

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:
Insurance

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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