

# Global 500 Pharmaceuticals Company

## Introduction

This case study of a Global 500 pharmaceuticals 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.



“The ability to use OSS while still having full access to Enterprise Class Support.”

## Challenges

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

- Security

## Use Case

Said that it is somewhat important that their open-source support vendor offer support for a full solution stack

Importance of the following aspects of a comprehensive and viable open source consumption strategy:

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

Efforts that have seen the most success when choosing an open-source solution:

- Application modernization
- Cloud migration

## Results

The surveyed company achieved the following results with OpenLogic :

- What OpenLogic enabled them to do:
  - Reduce organizational costs
  - Maintain security compliance
- 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: superior
- Importance of OpenLogic’s end of life / long-term support maintenance capabilities related to the following:
  - Linux and other operating systems: crucial
- Agreed with the following:
  - OpenLogic consistently meets or exceeds their contracted support ticket SLAs
  - OpenLogc adds value to their organization’s overall security strategy

### 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:  
**Pharmaceuticals**

### 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](#)