

# 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.

## Challenges

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

- Security
- Low bandwidth for skills acquisition

## Use Case

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

- Digital asset transformation and management

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:

- Access to deep expertise
- SLA-driven contracted support
- Vulnerability patching and maintenance capability

## Results

The surveyed company achieved the following results with OpenLogic :

- What OpenLogic enabled them to do:
  - Avoid downtime
  - Reduce organizational costs
  - 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
  - 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: crucial
  - Application Platforms (Java, Node.js, PHP, etc): important
  - Databases: 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
  - OpenLogc adds value to their organization's overall security strategy: strongly 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:  
**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.

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