



Managed SaaS and PaaS

A Software Industry Case Study

"Our impression of IP Services is based on one major attribute: quality.

They hire great people who are knowledgeable and take the initiative to provide high quality service."

Client's CTO

About Tripwire

Tripwire's powerful IT security and compliance automation solutions help businesses and government agencies take control of their entire IT infrastructure. Their large suite of products provides unmatched visibility, intelligence, and automation. Their solutions include industry-leading configuration control systems, and next-generation logging and event management. Their suite of products combines best-of-breed file integrity monitoring with comprehensive compliance policy management to protect, detect, and correct IT systems throughout the modern enterprise.

Tripwire is headquartered in North America and has operations in many countries around the world. Tripwire has been named to regional and national Fastest Growing Companies Top 100 Lists.

Business Drivers

In 2003, Tripwire was developing ground breaking software to allow enterprise and governmental organizations additional visibility and control of their IT systems. With the launch of its software products and services, they needed a capable and proven partner that would support both their web infrastructure, and their configuration and change control software for optimizing their own network, as well as providing server administration and management of storage networks backup and restore functions.

The web infrastructure required high availability and a stable environment. Additionally, the management of the change and configuration software delivery system had to be done flawlessly to be used as a model of excellence, efficiency, and high performance.

Tripwire's executives recognized that they needed outside help with this project. In particular, they sought a managed services provider that not only had deep expertise in IT service management and ITSM best practices but also had a stable data center infrastructure to support their robust IT service needs.

"We were undertaking a great amount of development work at the time. We were looking for a strong partner that was able to endure the many changes and transformations that we were anticipating, while providing a solid infrastructure



IP SERVICES

and a reliable and fully protected environment for our systems and applications,” states Tripwire’s CTO.

During the early stages of Tripwire’s product development and market entry, they were confronting a swiftly changing marketplace driven by both competitors’ innovations and increasing customer demand for a more reliable change control suite of products. Tripwire felt they needed to increase their focus on development and growth in order to reduce the time to market, instead of distracting their technical talent with managing their web infrastructure and IT systems.

The Solution

IP Services collaborated with Tripwire to develop the needed infrastructure and deploy specified software applications. IP Services’ work involved the entire spectrum of systems management and support. IP Services also assisted in testing Tripwire’s services in a production-like environment to confirm the systems met Tripwire’s business needs and customer expectations. Since the system went live, IP Services has delivered innovative and proven capabilities to support the required availability, stability, and effectiveness of the Tripwire’s IT services. Says Tripwire’s CTO, “I knew about IP Services through my engagement on a joint academic project with IP Services’ CTO. Through my interaction with IP Services’ technical staff, I discovered the depth of IP Services’ capabilities and their commitment to excellence. We chose IP Services for these qualities as well as their ability to provide a fully managed platform at an affordable cost.”

Leveraging its success in IT service management with several other companies, IP Services developed a robust platform that would provide full lifecycle support of Tripwire’s systems and applications. A key element of the project was to leverage IP Services’ expertise in utilizing and managing Tripwire’s powerful IT security, detective control, and compliance automation software to manage Tripwire’s internal critical applications.

Some of the services that IP Services provides for Tripwire include:

- Management of Microsoft SQL Clusters
- Management of Tripwire’s web infrastructure
- Server administration for a variety of servers
- Advanced detective change controls using Tripwire’s own software
- Management of Tripwire’s dedicated storage system
- Management of backup/restore processes for multiple servers
- Management of failover firewalls
- Data Center services management

The Benefits

One of the major achievements of the project was IP Services’ ability to handle Tripwire’s IT system detective control requirements to be used as a model of excellence for Tripwire’s own software sales. Furthermore, IP Services provided easy access and

visibility for Tripwire's technical staff to view the performance of their own network and use the intelligence to improve their products and services as necessary.

IP Services successfully implemented the required systems and applications in its Eugene data center facilities and established a robust platform to fully manage, monitor, and maintain the services assigned to them. Tripwire chose IP Services because of their expertise, top-notch managed services, and around the clock support. Disaster Recovery was also an important strategic factor in choosing IP Services as a partner. Tripwire also placed a great value on IP Services' mature ITIL-based processes and stringent quality controls. "IP Services is one of the best service providers our firm has ever worked with! They are knowledgeable, professional, responsive, and a pleasure to have as part of our business team." states Tripwire's CTO.

Tripwire needed a capable partner to deliver enterprise level management capabilities and around the clock support enabling them to focus their technical staff on their core software development and business growth. Other benefits of the services provided to Tripwire include:

- Improving Tripwire's time-to-market by providing support for a live model of their software.
- Lowering IT costs by 23% through providing a ready to use IT infrastructure versus a new build.
- Utilizing a world-class, enterprise level IT service management system and technical staff.
- Delivering an average monthly uptime of 99.99%.
- Sustained operational efficiency and customer satisfaction due to stable service levels.
- Immediate reporting and management of the key infrastructure metrics.
- Predictable uptime and system stability.
- World-class IT management using a preventive approach to IT management.
- Mature IT support and escalation process, lowering time to repair.
- Strong partnership resulting in a team approach in operations and support.

About IP Services

IP Services is an IT service management provider that delivers high availability and unmatched system stability in a mixed environment and around the clock support, enabling you to focus on business alignment and growth instead of constant firefighting. Our SAS70 Type II certification helps reduce the burden of compliance and regulation requirements with Sarbox, PCI, GLB, HIPAA and others. Our clients range from small regional businesses to national enterprise companies. Our customized solutions and nimbleness allow us to serve a variety of markets and business sectors that seek IT service improvement. We deliver enterprise level IT management to all our clients, regardless of the size of their organization. We develop boutique solutions for our clients and become an extension of their IT team. We have full confidence in our capabilities. That is the reason we keep ourselves accountable and guarantee our results.



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