

## Case Study

# A SOC 2 Audited Cloud Platform



## About IXIASOFT:

Founded in 1998, IXIASOFT is a trusted global leader in the XML content management software industry. Its signature product IXIASOFT CCMS is an award-winning, end-to-end component content management solution (CCMS) that has been deployed by industry leaders such as ARM, Ericsson, Komatsu, Omron, Qualcomm, and SAP®.

## IXIASOFT sought to:

- Launch a cloud-based platform to expand its solution offering and meet market demands
- Develop a partnership with a firm to provide 24/7 infrastructure monitoring and support
- Guarantee and maintain system uptime of 99.9% on its new cloud platform

## Requirements:

### A Secure Cloud Platform

IXIASOFT understood that its customers were increasingly looking to offload the management and support of IT systems, and used the opportunity to develop a cloud-based product offering. This allowed their customers to mitigate (and even eliminate) internal performance and operations risk while leveraging IXIASOFT's expertise to ensure high performance of their CCMS system. This re-balancing of risk allows for a lower total cost of ownership (TCO) for IXIASOFT customers while improving overall system performance and accessibility.

IXIASOFT's customers come from a variety of industries, including medical device manufacturing, semi-conductor manufacturing, construction and equipment manufacturing, automotive, and financial services. Naturally, data security and privacy are top priorities for IXIASOFT. The solution was designed with strict criteria in mind to ensure the integrity and security of the system.

IXIASOFT sought to outsource the monitoring of the system to allow for a consistent approach to mitigating, handling, and reporting on system outages and on-going performance.

IXIASOFT typically manages sensitive data and security in their technology. Infrastructure was defined as a high priority from the beginning. IXIASOFT was mindful of legal and regulatory requirements, including GDPR, HIPAA, SOC, and ISO 27001, in the development of its platform.

## Solution: Support Platform on AWS

CloudOps helps IXIASOFT consume EC2 instances, virtual servers in Amazon's Elastic Compute Cloud (EC2) for running applications on the Amazon Web Services (AWS) infrastructure. CloudOps installs proactive monitoring tools on instances deployed by IXIASOFT, and manages backend infrastructure to provide performance dashboards for IXIASOFT's customers. With a broader set of resources extensively trained in managing backend infrastructure, CloudOps technicians are able to efficiently troubleshoot issues detected by its monitoring platform.

### Support

With teams specializing in the application platform, CloudOps is well positioned to provide IXIASOFT with seamless, 24x7x365 support. IXIASOFT does not have to maintain a specialized cloud support team.

### AWS

As a leading public cloud offering, AWS offers an extensive array of value-added services and integrations that allow IXIASOFT to deploy a cloud platform in a cost-effective manner. With over a million active customers, AWS is a proven solution delivering flexibility, scalability and reliability while being compliant with all major information security and quality control standards. AWS was a natural choice for IXIASOFT. As an Advanced AWS Consulting Partner, CloudOps was in the unique position to support IXIASOFT's consumption of AWS' IaaS.

## Result: A Secure, Stable, and High-Performing Platform

### High-performing

IXIASOFT's solution can scale quickly and efficiently as new customers are acquired. The onboarding process of the 24x7x365 support is fully automated and only requires an initial Terraform script be pushed by CloudOps. A new customer can be monitored within a week. IXIASOFT currently maintains seven customers on the cloud platform with CloudOps and is planning on doubling the number of active users.

### Stable

IXIASOFT's customers now benefit from a 99.9% uptime guarantee. Having transferred risk and responsibility for the stability of their platform to IXIASOFT and CloudOps, they can focus on the delivery of technical content through the CCMS.

### Secure

CloudOps' processes are SOC-2 audited, meaning they have been comprehensively and rigorously audited by a third party and maintain strong security mechanisms throughout. All the services provided to IXIASOFT follow best practices for security. This allows IXIASOFT to trust the safety of the services being leveraged.

## Conclusion:

IXIASOFT's platform leverages the scalability and efficiency offered by cloud computing. CloudOps provides a critical managed service that allows IXIASOFT to support its product with an industry standard up-time guarantee. The platform is highly secure, stable, and high performing. CloudOps provides 24x7x365 support, which frees IXIASOFT from the responsibility of providing support to its DevOps platform. Looking ahead, CloudOps will continue to partner with IXIASOFT in maintaining a leading, high-performance CCMS platform, while global demand continues to grow.

Building and running a DevOps team is no small feat. If it prevents your application developers from focusing on your differentiated value, contact us to learn more about how we can assess and maintain your application platform.

**Contact us** or **click here** for more information.

With over fifteen years of experience working with open source, cloud platforms, networking, and DevOps, **CloudOps** is in a unique position to help businesses thrive in today's data-driven software economy. We help businesses successfully adopt and operate cloud platforms, taking advantage of self-service, utility economics and the API-automated, continuous delivery of IT. As a member of the Cloud Native Computing Foundation (CNCF) and the Linux Foundation Networking (LFN), CloudOps is actively involved in open source communities. CloudOps is also a Kubernetes Certified Service Provider (KCSP) and a Kubernetes Training Partner (KTP), providing consulting, training, and managed services for cloud native and DevOps practices and deployments.



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