Leading Cybersecurity Provider Undergoes Rapid Cloud Transformation, Retains its Customer Base, with Cost Effective Solutions in its Strategic Partnership and Co-Investments from Incedo

The Big Picture

With the advent of cloud and the shared economy, businesses have moved from license-based software to subscription-based software. This has significantly reduced the huge entry barrier for the competition into the market share. An enterprise providing a lightweight solution on the cloud has eroded the market share of conventional players in no time. The client here was not an exception. A leading provider in the cyber security space, the client wanted to modernize its legacy products and enable cloud transformation while also sustaining its market share and revenue.

The Problem

The client, a software provider that develops, markets, and sells information technology (IT) for cyber security and compliance solutions, was aware of the significant savings that it could achieve by moving to a cloud environment. The task therefore was to transform the legacy products to SaaS while maintaining a healthy product roadmap and ensuring the existing end customer base did not get cannibalized. This involved rapid cloud transformation of the product with minimum overheads. The inertia to migrate to SaaS for the end customers had to be overcome, while providing latest technology stacks and modernization to the new Avatar of the product. In relevance to the product roadmap, cloud engineering capabilities were imperative for research and development. There were multiple technology stacks, making the system quite complex. The product and platforms had to be lean and agile, for future upgrades.

Our Solutions

Incedo rose to the occasion, analyzed the client's situation in the market and enabled disruptive transformation to cloud by providing niche consulting services based on our solid capabilities, experiences and best practices. Incedo partnered with the client to rapidly architect, design and deploy cloud-based services for these products without impacting the existing roadmaps and providing a cost-effective cloud solution that ran parallel to the core solution. Thereby also increasing the velocity to enable better Time to Market.

The engagement leveraged cloud expertise and capabilities at Incedo, with the Team formation and onboarding happening in 3 weeks on Cloud and SaaS Conventions. Cross functional scrum teams included DevOps, QA, Developer and UI. Formed SaaS enablement team to augment SaaS application teams. DevOps and agile based best practices introduced from day-1 for rapid development. Incedo owned a significant portion of SaaS Product roadmap. 100% contribution to new and strategic initiatives, Greenfield project development.

Incedo enabled the go-live of the client's first-ever cloud-based SaaS reporting service backed by fullfledged DevOps supported and monitored infrastructure. Also made it content rich with customer focused inbuilt reports and provided role-based access to support their workflows.

Incedo organized a one-week hackathon which fostered customer focused innovative idea generation and building their proof of concepts.

Consequently, the client was able to retain market share, match the competition and moved the business needle while doing so.

Technology Stack

- Micro Services and Cloud Native based architecture
- Python, Django, REST API, Pytest, Postgres
- Amazon AWS, Docker and Kubernetes
- Infrastructure as a Code, CI/CD DevOps

The Impact

- Managed the threat to client's market share from competition.
- From concept to cloud within 2-3 quarters, first public launch of SaaS Platform within the 6-8 months of team formation.
- Enabled subscription model through shorter release cycles, faster launches and reduced time to market with lean & agile systems and increased velocity.
- Multilingual and multiregional SaaS offerings strengthened the cloud footprint further.
- Incubated a thought factory within the team, leading to innovative product features hitting the field faster.
- Improved defect fixing with an increased rate of more than 200% customer-reported defect fixes.
- More than 7% increase in CSAT score for its industrial customers.
- Ease of upgrades for the future with modernization & cloud migration.

About Incedo

Incedo is a digital transformation expert empowering companies to realize sustainable business impact from their digital investments. Our integrated services and platforms that connect strategy and execution, are built on the foundation of Design, AI, Data, and strong engineering capabilities blended with our deep domain expertise from digital natives.

With over 3,000 professionals in the US, Canada, Latin America, and India and a large, diverse portfolio of long term, Fortune 500 and fast-growing clients worldwide, we work across financial services, telecom, product engineering, and life sciences industries. Visit our website to learn more about how we help clients transform today :www.incedoinc.com

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