

# ALERT LOGIC

## SOFTWARE PRODUCT COMPONENT R&D

### Challenges

Difficulty recruiting software development specialists locally

Alert Logic needed to augment its skill set in specific competencies

Outsourcing offered chance to develop more with less investment

Alert Logic wanted to retain control over the process

### Solution

We undertook outsourced product component R&D

Log Manager has been successfully launched using Erlang cluster technology

Legacy Threat Manager product migrated to Erlang-based processing platform

We continue to support Alert Logic with sustaining engineering services

### Result

Flexibility and sensitivity to client's delivery and development paradigms

Our participation enabled Alert Logic to overcome staffing challenges

Alert Logic achieved 40% cost savings by using Reksoft developers

Augmenting existing team to retain focus on core business



### Client

Alert Logic is the industry-leading provider of on-demand IT compliance and security solutions. The company's solutions provide organisations with the easiest way to secure networks and comply with policies and regulations. Headquartered in Houston, Texas, Alert Logic is changing the way IT compliance and security solutions are designed, delivered, and utilised.

**“Reksoft has been extremely cooperative in meeting our needs and requests. Reksoft’s engineers have been extremely responsive, professional and dedicated in helping our customers solve their problems. At Alert Logic, we enjoy working with smart and dedicated people and Reksoft continues to be a great fit for us”.**

Pavel Trakhtman,  
Director, Log Manager and Threat Manager Programs at Alert Logic

### Challenge

Auditing and other commercial regulations demand that businesses' computer-generated log messages be collected, regularly reviewed, and securely archived. To meet this need, Alert Logic offers mid-sized companies Log Manager. This Software-as-a-Service product is a unique, cloud-based alternative to the hassle and expense of managing a log management solution infrastructure in-house. Alert Logic's Threat Manager combines intrusion protection and vulnerability management technology into a single integrated solution that offers both proactive and reactive protection from viruses, worms, and other threats.

Houston, Texas, where Alert Logic is headquartered, has a broad industrial base in the energy, manufacturing, aeronautics, transportation, and health care sectors. As



### Technology

Linux, C/C++, Erlang, MySQL

### Type of service

Joint software development

### Scale

15 man-years

### Timeframe

2007 – ongoing

### Challenge (continued)

a result, demand for qualified software developers far outstrips supply. Since Alert Logic was unable to recruit the specialist personnel it needed locally, they decided to look for an experienced outsourcing partner to augment the company's existing skill set.

### Solution

We produced a highly competent range of candidates answering the requirements stipulated by Alert Logic. While often tasked with fulfilling turnkey projects, our team also demonstrated its capability to adapt to working as an effective augmentation of Alert Logic's personnel. Cooperation began with joint development of components for the company's Log Management product's infrastructure and functionality. Initially, the platform was to be built using the C++ programming language, but our lead engineer suggested using Erlang instead. Erlang is a programming language that best achieves the elasticity enabled by Cloud computing. It allows much better parallel processing and runtime query optimisation on the cluster than C++, and the suggestion was readily accepted by Alert Logic. Since then, Log Manager has been successfully launched using Erlang cluster technology. The legacy Threat Manager product is also being migrated to this Erlang-based processing platform, which will ultimately provide the same advantages

Today, we continue to deliver high-value software engineering expertise, participating in the development of patent-pending technology.

### Result

We proved flexible and sensitive in working to Alert Logic's delivery and development paradigms and overcoming inherent staffing challenges, while delivering cost savings of around 40%.

By proposing an Erlang-based processing platform, we ensured the optimal performance of Alert Logic's Log Manager and Threat Manager products, offering end users faster parallel processing, which speeds up search and other processes, increasing usability and decreasing costs.

Our sensitive approach to collaboration enabled Alert Logic to enhance its intellectual property while simultaneously maintaining overall project control. With all development objectives met on time, Alert Logic's customers continue to benefit from easy and affordable security and compliance.

### About Reksoft

Since 1991, Reksoft has been building great teams to develop, migrate or maintain complex, mission-critical software.

We have mastered the dynamics of distributed software engineering, developing a workflow and methodology that improves our performance on every key customer metric, including product quality, time to market, budget adherence, project transparency and issue resolution.

That's why over 97% of our clients come back for more.

Reksoft. Software engineering. Delivered.

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