



TRIPWIRE, INC CASE STUDY

NEARSHORE BENEFITS



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Tripwire's IT security software reduces risk, ensures systems and data security, and automates regulatory compliance. Tripwire offerings solve the security configuration management, continuous monitoring, and incident detection problems facing organizations of all sizes, as stand-alone solutions or in concert with other IT security controls. The company provides a set of integrated security controls to protect enterprise data centers and to help the management connect security to the business and/or the mission – by providing security information in business terms.

Headquartered in Portland, Oregon, Tripwire has operations in 15 countries and its robust support of powerful clients means they work with outside partners to meet development goals. The company had used offshore development resources in the past, but found that the time zone challenges and language barriers are an obstacle to materialize the value which outsourcing provides for operations of their size. Tripwire needed a strong development partner that provided the cost and skill benefits of offshoring, but in a location that better supported real-time collaboration.

NEED FOR NEARSHORE SOLUTION

Because of its industry leadership in complex Enterprise security solutions, the development of Tripwire's products and services requires a high level of technical expertise. When the company sought a partner to enhance its in-house efforts, it first attempted to engage with more traditional offshore outsourcing companies located overseas.

"I've worked with companies in Australia, Asia, and Europe, and the same kind of challenges exist" said Aaron Lerner, Tripwire VP of Research and Development.





It's not unusual for businesses like Tripwire to experience offshoring challenges such as language barriers, cultural differences and time zone conflicts. Lerner and his team were familiar with the concept of nearshoring – outsourcing development to a geographic region that shares a time zone and, often, cultural similarities.

Online searches for nearshoring experts led him to Tiempo Development, a nearshoring development firm based out of Arizona. Though it represented a different kind of investment for Tripwire, Tiempo Development's skilled resources in culturally-relevant northern Mexico not only operate in the same time zone, but also offer high quality development, real-time accessibility and no language barrier.

"The geographical nearness was a major selling point for us," said Lerner. "The Tiempo Development team has the ability to quickly be in the physical presence of our in-house developers if there's an issue – they can be in our U.S. headquarters by the next day. Not having to wait 15 hours to talk on the phone or hold our projects for days to have an overseas firm fly to U.S. is a huge advantage," Lerner said.

THE RIGHT SOLUTION FOR LOCATION & EXPERTISE

The Tiempo Development combination of a highly skilled labor force that's also based in the same time zone as its U.S. headquarters proved to be the right one to address all of Tripwire's needs.

"It's easy to come up with examples of how the partnership has yielded successful outcomes for us," said Lerner. "Our C#/NET based project really demonstrated the strength of Tiempo Development's core expertise in Hermosillo."

Tiempo Development operates one of its development centers in Hermosillo in Northern Mexico, an area where Microsoft has invested deeply in university training and platform expertise. Through Tiempo Development, Tripwire was able to work with teams that have the required technical skill and professional sophistication on Microsoft-based technologies. "The Tiempo Development professionals synched well with our agile methodology," said Lerner. "We needed them to accommodate our implementation of SCRUM, and it was a major differentiator that we were able to be in constant communication and collaboration," he added.





Because of its geographic closeness, the Tripwire and Tiempo Development teams were able to meet in person at the start of their partnership. “The Tiempo Development team blended well with Tripwire’s team in the U.S. and was open to the different philosophy that Tripwire carries in development and management,” Lerner said.

ONGOING PARTNERSHIP AND RESULTS

After three years of collaboration, Lerner feels that Tripwire’s relationship with Tiempo Development is tight knit and continues to produce strong results. “We work together very well. Tripwire visits the development almost every week. We have a great relationship with their corporate staff, and consider Tiempo Development an extension of our own team,” Lerner said.

The partnership between Tiempo Development and Tripwire has yielded several successful projects with impressive results. Among those results:

- » Tripwire acquired a third party application that was maintained by a single developer. Working with Tripwire, the Tiempo Development teams added additional features and implemented best practices for coding standards and quality. The application can now be sustained by the Tiempo Development team and it is a foundation for future development.
- » Tiempo Development works along with Tripwire to test and support most of the Tripwire suite of products.
- » Tiempo Development also provides highly specialized testing services (like automation) and research of operating system function calls and Windows APIs to be supported in the products.

For more information contact Tiempo Development
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