Advanced Cybersecurity Software Leader, Tripwire, Evolves Their Product Portfolio With A Sustained Nearshore Development Strategy

About the Client

More than 9,000 corporate and public-sector entities, of which more than half are Fortune 500 companies, benefit from advanced threat, security, and compliance solutions provided by Tripwire. Tripwire enables enterprises, service providers and government agencies around the world to detect, prevent and respond to cyber security threats. As a leading provider with more than twenty security innovation patents, Tripwire’s integrated portfolio of award winning security solutions includes configuration and policy management, file integrity monitoring, vulnerability management and log intelligence. To deliver enhanced customer value, Tripwire has partnered with Tiempo for software development, testing, and device-specific content development. A sampling of the successful collaborations between Tiempo Development and Tripwire were documented in a previous case study. Additional support services functions were added over the years and continue to evolve with the growing partnership. In addition to continued engagement in the areas highlighted in the case study, Tiempo provides an increasing number of support services functions for Tripwire as well.
Development Partner for the Long Haul

Robert McEwin, Director of Engineering at Tripwire, says, “Tiempo Development has greatly matured in the years I have worked with them. The work of the company’s software engineers and program managers has steadily increased our confidence and trust in the effectiveness of the engagement to deliver sustained product development.” At Tripwire, Director of Engineering, Robert McEwin, is responsible for the well-managed integration between Tripwire and Tiempo. McEwin ensures that Tiempo receives the attention needed from Tripwire organizations outside of Engineering. Given the nature of its business, maintaining the integrity of information exchanges and communications in this relationship is a vital concern. Tripwire provides a collaborative infrastructure to share product goals and guidance with Tiempo.

Consistent High-Value Experience Across Task Areas

Outside of creating software, Tiempo Development provides support capabilities for Tripwire. Collaborating with the Tripwire support organization, Tiempo solution specialists help to resolve customer issues and reach closure. In the pre-sales area, Tiempo team members assist their counterparts at Tripwire in clarifying customer requirements and devise the best ways to satisfy them by taking advantage of the Tripwire solutions in whose development Tiempo participates. Often, that involves content updates for certain devices. McEwin says, “We enjoy working with Tiempo in the realm of support. The Tiempo team members always approach support assignments with a high level of commitment and enthusiasm.”

For Tripwire, the experience of working with Tiempo is consistent across the three main task areas of autonomous development, collaborative development, and support. “In each aspect of our engagement with Tiempo, we encounter highly qualified and experienced individuals with their unique strengths,” says McEwin. “What they all have in common is an understanding of our goals and company culture, and an ability to bring velocity and efficiency to the continuing evolution of our product portfolio. This adds to the overall value Tiempo brings to our projects.”

Shared Objectives in Executive-Level Relationship

McEwin has been able to partner closely with Tiempo Development CEO and President, Cliff Schertz, to ensure success. “In Tiempo Development, Cliff has created a great, customer-focused organization that proves how a collaborative effort can succeed,” he says. “Starting with the executive group and demonstrated by every team in the development centers, Tiempo will do what is necessary to benefit their customers.”
"Tiempo continues to get better with every challenge we present to them, and they excel when it comes to the mastery of agile methodology and Microsoft technology especially. I look forward to the results of our continuing collaboration."

Robert McEwin, Director of Engineering - Tripwire

Tripwire is excited about Tiempo’s growth and appreciates that their nearshore provider is succeeding and delivering excellent, quality service while competing with larger, well-known companies in the industry. "I’m excited to see that Tiempo Development is making an investment and growing in such urban areas as Guadalajara, where a rich talent pool is available," comments McEwin. "That is clearly to Tripwire’s advantage. I also admire Cliff’s vision of bringing better jobs and improving lives in the cities where Tiempo has located its development centers. Over the next few years, it will be interesting to see where Cliff’s inspiration and leadership will take the company." Because of his experience with Tiempo Development, McEwin has recommended the company to prospective customers. He says, "Tiempo continues to get better with every challenge we present to them, and they are fantastic when it comes to the mastery of agile methodology and Microsoft technology especially. I look forward to the results of our continuing collaboration."

At Tiempo, we are making the business of software development easier and more affordable with a unique combination of a nearshore business model, agile methodology, and advanced talent management. Our Development teams engineer powerful technologies that align with the goals and strategies of our customers for both their internal and public-facing development initiatives. Tiempo’s proprietary agile product lifecycle management framework, the Tiempo Quality System or TQS, is composed of principals and best practices that ensure productive client and team interactions. The result is highly efficient software development that supports companies in launching software releases sooner without draining resources. We also own deep industry and technology expertise. Our software engineers and tech leaders know how to take advantage of the cloud, mobility, big data, social media, and a wide spectrum of development tools to build the software our clients need.

About Tiempo Development

Tiempo is widely recognized as one of the leading software engineering companies in the US. Using a combination of nearshore engineering resources, high-performance teams and relentless focus on client outcomes, Tiempo designs, builds and deploys software that makes lives better.