

## DETERMINE lowers costs by migrating server infrastructure to IBM and Linux.

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### Overview

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■ **Application**

*Resilient, high-availability infrastructure for real-time Web services management platform*

■ **Business Benefits**

*40% reduction in hardware expenditures; 25% faster time to market; increased ability to provide responsive service to customers; potential to control costs*

■ **Servers**

*IBM @server® xSeries® 360 and 440*

■ **Software**

*Red Hat Linux*

■ **Services**

*IBM Global Services*



*DETERMINE has transformed the way it provides services to customers by moving to an IT infrastructure based on Linux and IBM xSeries.*

Taking a hard line during contract negotiations with a vendor makes for a nice strategy. But, as San Francisco, California-based DETERMINE Software (DETERMINE) likes to point out, if you don't think beyond just closing the deal, you may be in for a surprise down the road.

DETERMINE, a Web-based contract management application service provider (ASP) and IBM Business Partner, offers a hosted solution that helps Global 2000 companies manage their buy-side contractual

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*– Jamie Taylor, CTO, DETERMINE Software*

## Succeeding with a high-performance Linux computing environment



IBM xSeries has helped lower DETERMINE's total cost of ownership while delivering big performance gains.

obligations and agreements. The company delivers control and efficiency over the entire contract lifecycle, enabling customers to eliminate overpayments, overcharges and unwanted automatic contract renewals.

"Companies need to focus on the ongoing vendor-management process," explains Jamie Taylor, CTO at DETERMINE. "Otherwise, they'll have people in the organization who aren't even aware of the specific results the vendor is obligated to produce."

DETERMINE had been running its hosted solution on Sun RISC-based servers using different flavors of UNIX®. But the company's multi-vendor, multi-OS approach required numerous skill sets to maintain and was proving prohibitively expensive. "We found that UNIX running on SUN RISC-based platforms delivered a poor price/performance ratio," says Taylor. "These technologies strained our IT budgets. Not only were the up-front costs too high, they also were expensive to maintain on a day-to-day basis."

*"The scalable architecture of the xSeries has really helped us stretch our IT dollars. Plus, in a hosted environment like ours, you must have flexibility and the ability to expand—with the xSeries, we have a clear growth path."*

—Jamie Taylor

As a result, DETERMINE began shopping around for a new server infrastructure, namely solutions that could help lower total cost of ownership (TCO) and a high level of resiliency. The company found its answer in IBM @server xSeries 360 and 440 systems running Linux.

"We have service level agreements (SLAs) with our clients that we absolutely have to meet, so maximum availability was a key criterion," says Taylor. "We lose money if our systems can't deliver solid performance, and so do our customers. The xSeries systems running Linux enable us to meet and exceed our SLAs with 99.9 percent availability, providing an unbeatable value that will continue to drive down our costs."

### **DETERMINE prepares for the future**

With its IBM and Linux infrastructure, DETERMINE has a scalable foundation for its hosted offering that delivers superior price/performance ratios and keeps expenses to a minimum. "Considering that our business model is based on providing hosted solutions, our success is largely based on the technology choices that we make," says Taylor. "That's why we decided on IBM

hardware running Linux. The scalable architecture of the xSeries has really helped us stretch our IT dollars. Plus, in a hosted environment like ours, you must have flexibility and the ability to expand—with the xSeries, we have a clear growth path.”

Adds Taylor, “IBM understands the consequences of not having your networked systems operating reliably and efficiently. With the management features of the zSeries, we can run our applications with the confidence that they will be available when our customers need them.”

### **Opening the door to new revenue opportunities**

No longer hampered by the high cost of the UNIX-RISC platform, DETERMINE can more aggressively pursue new business opportunities. In addition to offering a highly secure, state-of-the-art platform for delivering its hosted solutions and services, DETERMINE can now provide a low-cost sealed server that delivers all the benefits of the network-based solution running at the customer site, behind the firewall. Previously, the high cost of its RISC-based systems made this impossible.



*DETERMINE worked closely with IBM to develop a solution that has the potential to help control costs.*

In addition, Linux meets DETERMINE’s preference for a standardized, simplified operating system environment that reduces the headaches of multiple platforms while providing higher levels of reliability and security at lower cost. “By implementing Linux, we now have a cohesive, easy-to-manage and inexpensive architecture for deploying our services,” says Taylor.

### **New system lowers IT costs**

Today, DETERMINE’s new infrastructure is helping the company lower its IT costs in a big way. The company estimates that the system has reduced its hardware expenditures by 40 percent. In addition, the solution will allow it to deploy its services 25 percent faster.

At the same time, it also has reduced the number of calls to DETERMINE’s support center, a key proof-point of customer satisfaction. In fact, DETERMINE is outsourcing its call center operation to IBM Global Services. In doing so, the company can optimize its resources and focus on its core business rather than fielding technical questions from its customers. And as it moves forward, DETERMINE will continue to test its offerings at an IBM Solution Center by leveraging the IBM xSP Prime Program for Developers.

“We have truly transformed our business with an IT infrastructure that allows us to react with speed to any customer demand,” says Taylor. “With IBM and Linux, we have a best-of-breed solution that will help enable our continued success.”

**For more information**

Please contact your IBM sales representative or IBM Business Partner.

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For more information about

DETERMINE, visit:

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