

EXIGEN® SERVICES: CASE STUDY

EFFECTIVE MAINTENANCE OF ON-LINE SERVICE



“By retooling our algorithm we’ve been able to take considerable leaps in the marketplace offering customers the fastest automated backup utility on the market today. Time and money are the two most important concerns for the industry and with Exigen Services help we’ve addressed both significantly in a very short amount of time.”

*Sam Gutmann
President/CEO,
Intronis*

ABOUT INTRONIS

Intronis Technologies, headquartered in Boston, MA, is a premier provider of online backup, archiving and recovery for small and mid-sized businesses (SMBs). Intronis’ fully automated online backup solution, eSureIT, utilizes advanced encryption and archiving technologies, marketed under the name Intelliblox, to protect and store critical data off-site in two ultra-secure facilities. Users benefit from automatic backups, military-grade data security, and full file restoration possible at anytime from any location.

BUSINESS CHALLENGE

The online data backup and hosted storage market has been growing at a dizzying rate and Intronis faces heavy competition from numerous emerging technology and services companies. To retain their competitive advantage, Intronis needed to find a way to reduce backup time and improve storage efficiency for customers. While business was booming, competitive pressures allowed customer to demand more efficient solutions – they wanted to backup larger data sets in the same or shorter backup window.

Unfortunately, their highly-skilled internal development team was fully-committed to high-priority work servicing the rapidly growing customer base. The company could not sacrifice existing development projects in order to research potentially more efficient technical solutions. Cost was an issue driving Intronis to investigate offshore alternatives. And, speed was critical as competition was fierce and the specter of customer churn is always an issue.

SOLUTION DELIVERED

In March 2008, Intronis chose to engage Exigen® Services in their mission to increase the effectiveness of their Intelliblox technology, thus allowing their internal development team to remain focused on servicing their customers. Exigen Services’ offshore delivery centers offered the best combination of technical expertise and cost efficiency. Exigen Services also offered agile development expertise to address time to market issues and a creative solution orientation to solve a very complex set of problems.

Rather than launching a complete redesign of the Intronis software, the engineering team at Exigen Services quickly identified a simple, yet critical function within the IntelliBlox algorithm, a utility component of the bundled eSureIT backup and recovery software suite. Exigen Solutions investigated and discovered that this algorithm could be modified, and developed a new version of the algorithm that outperformed the former procedure by many orders of magnitude.

Exigen used Agile methodology to rapidly develop, review and test the new technical solution. As a result, the final version of the new algorithm was



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delivered in a period of weeks, not the many-month long time frame that traditional project management methodology would have required.

IMPACT ON THE BUSINESS

Exigen Solutions' updated algorithm reduced the average scan and archive time from nearly four hours to less than two minutes. The increased efficiency translates into an average daily backup of 150 gigabytes (Gbs) which can now be reduced to as little as 4Gbs. This software improvement can also lower storage costs for customers by as much as 50 percent. As a result, Intronis found that their competitive position in the market was not only maintained, it was enhanced.

ABOUT EXIGEN® SERVICES

Exigen Services is the leading application outsourcing services provider, and combines world class skills, recognized expertise in development methodologies, and industry experience to reduce risks, lower costs and deliver results. Exigen Services has pioneered a new approach to global application outsourcing, Outsourcing 2.0 that includes commercial terms that optimize financial alignment between client and vendor. As a result, Exigen Services makes IT outsourcing a much easier and more beneficial undertaking for global enterprises.

Since 2000, Exigen Services has been the global leader in the use of distributed Agile methods for rapid and precise systems development throughout the banking/ insurance/ brokerage, healthcare, telecommunications, government and media industries. Exigen Services has achieved high honors in a variety of independent lists and rankings, including *Brown & Wilson Black Book of Outsourcing* in 2008, *Global Services 100* in 2009, *Inc Magazine's* 2008 Inc5000 and is a top 10 provider of both outsourced product development and human capital development.

Clients range from mid-sized growth companies to Fortune 500 organizations including Sun Microsystems, CSC, Universal Music Group, Standard & Poor's, T-Mobile, Westpac Bank and many others.

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