

## Case Study: WebEx, Inc.

*WebEx adds real-time change control to Remedy change management deployment for continuous service availability of its collaboration services.*

*“Solidcore gives us the capability to automatically track and enforce change across more than 2,000 servers throughout seven of our datacenters worldwide. Solidcore’s S3 change control software provides us the critical link between our BMC Remedy service desk and the servers that deliver our on-demand collaboration services, allowing me to control what gets changed, who can make changes and when changes can be made.”*

Randy Barr  
Chief Information Security Officer  
WebEx, Inc.



**Industry:** Web conference / web collaboration service provider

**Goal:** Improved service availability

**Deployment Size:** 2,000 servers across 5 continents in 7 datacenters

### Benefits Realized:

- Reduced deployment time and maintenance required for web conferencing service,
- Root cause analysis improved by 80%
- Change policies can now be enforced
- Faster and more certain ROI in place for ITIL project

### WebEx: Company Profile

Founded in 1996, WebEx (NASDAQ: WEBX) has grown into the worldwide leader in software-as-a-service (SaaS) applications for collaborative business on the web. More than 3.5 million people use WebEx every month to communicate and collaborate online. Over 30,000 meetings are hosted every hour across seven datacenters located on five continents. The company continues to develop technological advances without sacrificing the reliability and security that enables on-demand collaboration. Their extensive customer base includes 67% of the Fortune 100 and 35% of the Fortune 1000.

### Business Challenge: Continuous Service Availability

The business challenge that WebEx faced was to ensure continuous service availability across their hosted collaboration platform. In an environment where every minute of downtime directly impacted their core business, the cost of unavailability was high. The company has already invested heavily in infrastructure to ensure a high degree of redundancy and resilience. WebEx had also deployed Remedy Change Management to address change workflows. However, the company still felt that they were not where they needed to be to provide the level of service their customers had come to expect. WebEx identified system change as the leading cause.

## Solution Requirements

Based on WebEx's understanding that the leading cause of their unavailability issues were related to changes being applied to their production environment, WebEx needed a solution that gave them complete control over all system changes. In particular, they wanted to be able to answer these questions about their change environment:

- What systems can be changed (i.e. what does the published policy allow)?
- Are all changes tested and approved prior to deployment into the production environment?
- Are all changes moving through the appropriate approval process within Remedy prior to deployment?
- When are changes allowed to be made? Specifically how can published maintenance windows be enforced through technical means?

WebEx initially found these solution requirements difficult to fulfill. They evaluated products that addressed parts of the problem but not the entire problem. In addition, even when parts of the problem were addressed, in most cases the operational overhead was too costly to be feasible for large-scale deployment.

## The Solution: Solidcore S3 Control



Based on these requirements, WebEx determined that Solidcore S3 Control was the best fit to enable the company to build the continuous service availability infrastructure.

Solidcore S3 Control provides key benefits to WebEx to enable them to realize their business and technical goals:

### Real-time visibility

- Track and document change in real-time.
- Provide alerts of change to critical systems, unexpected change etc.

### Insight

- Use change information for problem resolution.
- Understand the impact of change in the environment.

### Accountability

- Reconcile actual change with change requests within their Remedy system automatically.
- Prove that changes approved in Remedy were actually deployed.
- Provide an exception report to account for any changes outside of the Remedy approval process.

### Enforcement

- Allow changes only when they are linked to an approved Remedy ticket; otherwise prevent the change from occurring.

- In cases where a staging environment is used, ensure that the production change matches the staging change to maximize their change success rate.

Solidcore S3 Control addressed all of WebEx's solution requirements, and did so with very low operational and administrative overhead.

## WebEx Benefits

WebEx has deployed Solidcore's solution on more than 2,000 servers across seven datacenters on five continents. In the period that Solidcore has been functioning in their environment, they have seen dramatic operational improvements.

### Deployment time and maintenance requirements dramatically reduced

- The previously installed reactive IT audit system required three people to deploy and maintain a system that incurred significant system overhead in production
- With Solidcore more than 2,000 servers were deployed in less than two months and on-going maintenance requires only 40% of one system administrator's time.
- Solidcore operates in the WebEx environment with negligible system overhead.

### Root cause analysis improved by 80%

- The dedicated response team conducting root cause analysis to diagnose system failures had lengthy turnaround times that were measured in hours and sometimes in days.
- With Solidcore only one person is needed and root cause analysis is delivered in minutes, thus providing remediation and forensic capabilities that improve overall service levels dramatically.

### Change policies can now be enforced

- One of the biggest pain points at WebEx was that change policies could not be enforced across their global IT environment.
- With Solidcore S3 Control, only changes that are part of an approved Remedy ticket are allowed. This has eliminated unauthorized change throughout the environment on a global basis. Once the change has been deployed, the Remedy ticket is updated with the actual change information.

### Faster and more certain ROI in place for ITIL project

- Feedback capabilities for existing processes and systems make ITIL an actionable investment.
- Change processes and adherence to published policies can now be accurately measured to provide a baseline upon which to build ITIL-compliant processes.