TRIPWIRE: YEARS OF SUSTAINED NEARSHORE DEVELOPMENT

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

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For cyber security software company Tripwire, Tiempo Development provides development across their product portfolio as well as support enablement. Partners in collaboration with Tiempo since 2010, Tripwire feels strongly about the strategic value of a relationship with the agile nearshore provider that continues to mature and improve.

*M*ore 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.

THE STORY AT A GLANCE

CUSTOMER: Tripwire
INDUSTRY: Security and compliance software
LOCATION: Headquarters in Portland, Oregon; customers in close to 100 countries
URL: www.tripwire.com
TIEMPO DELIVERS:
Software development and testing, support, and device-specific content development
MAIN ACCOMPLISHMENTS:
• Scalable, flexible, agile development practice that aligns with customer needs and directions
• Enablement for outstanding customer support experience
• Continuous improvement over long-term effort
• Compelling vision for nearshore industry and business model

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.
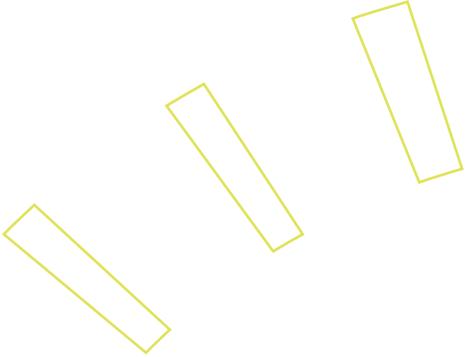
HIGHLY FLEXIBLE AND SCALABLE DEVELOPMENT ENGAGEMENTS

Development projects Tiempo performs for Tripwire follow different engagement models depending on how the company prefers to manage accountabilities, intellectual property, and resources. *"Tiempo Development provides ample flexibility, which is a great benefit,"* McEwin said. *"When we ask Tiempo to take on more ownership of a solution or product family, the nearshore team makes the appropriate adjustments so we can free up our own resources for other priorities. On certain products in our portfolio, Tiempo performs entirely autonomous development. The Tiempo team first works with our product management teams to understand and scope the requirements, then they design the solution architecture and build, test and validate the software for us. In other areas, we blend the Tripwire and Tiempo scrum teams and have daily, joint standup meetings to discuss priorities, progress, next steps, and issues. In that scenario, Tiempo functions as an extension of our teams."*

Scalability is an essential aspect of the flexibility Tiempo musters on behalf of its client. *"Through the years, we have been able to scale up and scale down our work with Tiempo as needed,"* says McEwin. *"Tiempo always quickly readies and deploys resources, or redirects them, as our needs demand."*
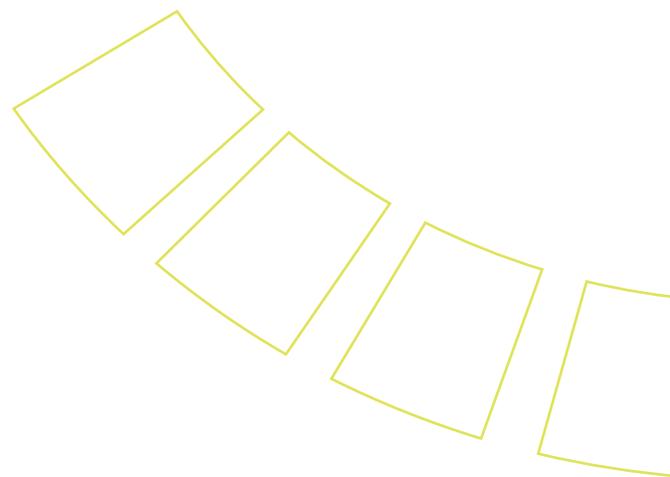
CONSISTENT HIGH-VALUE EXPERIENCE ACROSS TASK AREAS

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."*

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> — Robert McEwin
> Director of Engineering
> Tripwire

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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."*

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."*

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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.
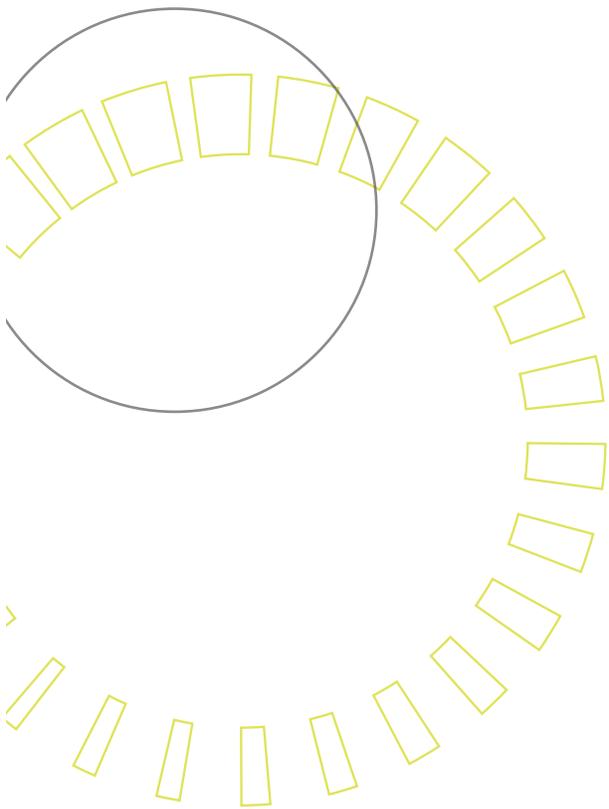
TIEMPO WAS FOUNDED IN 2006, GREW TO 320+ EMPLOYEES BY 2017 AND IS ON-TARGET TO DOUBLE THAT NUMBER BY THE END OF 2018. GROWTH AND AWARDS INCLUDE RECOGNITION FROM INC. 5000, 2017 OWLER #1 U.S. TOP RATED CEO IN THE TECH INDUSTRY, 2017 QUANTUMSHIFT TOP ENTREPRENEUR IN AMERICA, AMONG MANY OTHERS.

SOME OF OUR CURRENT SATISFIED CUSTOMERS INCLUDE TRIPWIRE, WEBPT, ANNEXUS, AND PDX, INC.

OUR OFFERINGS

» Software Development
» Mobile Applications
» Architecture and Design
» QA and Testing
» Product Definition
» Software Deployment and Support
» Data Analytics
» UI/UX Design

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In addition to company headquarters in Tempe, Arizona, we operate several development centers in Mexico, in time zones close to yours, staffed by highly trained and certified technologists who speak your language and understand your business culture.

BENEFITS OF THE TIEMPO QUALITY SYSTEM (TQS)

» **Scalability** – Tiempo provides world-class talent with recruiting, training and team building processes in place to scale to meet your needs quickly and affordably. There is no need to consider workspace, equipment, connectivity, licenses, etc.

» **Geographic Proximity and Cultural Affinity** - Our centers are staffed with English speaking professionals living right next door, in U.S. time zones with a similar U.S. business culture. Real-time communication and daily agile meetings improve communication and timeliness for higher quality results and less stress.

» **Quality** - TQS, the Tiempo Quality System, is a proprietary agile product lifecycle management framework composed of principals and best practices that ensure productive client and team interactions. TQS is specifically designed to facilitate successful outsourced software development using self-organizing, self-managed teams with agile discipline. This provides predictably high quality results, allowing your senior management to focus on their core business.

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