



Introduction

Founded in 1981, CIC is a leading supplier of electronic signature solutions for the financial services industry. Enabling enterprises to fully execute Business Process Automation (BPA) initiatives, CIC allows for a paperless workflow and legally binding electronic transactions. CIC's mission is to expand the adoption rate of its electronic signature technology both within the financial industry and in other sectors, enabling a wider number and range of companies to benefit from speedy and secure transactions.

Challenges

CIC's electronic signature application requires a high performance and highly available IT infrastructure in order to meet customer service level agreements (SLAs). CIC selected Amazon Web Services (AWS) and the RightScale Cloud Management Platform as its cloud technology infrastructure based on RightScale's proven track record of building, monitoring and managing cloud services. CIC investigated the most optimal capabilities to offer services on the cloud and also looked for technology that enables secure and reliable performance for cloud storage.



"Our clients not only require 24/7 retrieval and access to documents, but also expect us to deliver these items quickly and efficiently," said Nhan Nguyen, Chief Scientist and Chief Technology Officer at CIC. "Therefore, reliability and performance are our major focal points for our IT operations department. Having the right technology solutions is imperative to our business."

Solution

CIC researched multiple solutions to satisfy its client and SLA requirements. Based on CIC's evaluation, RightScale suggested its partner, Gluster's file system (GlusterFS) on AWS' Elastic Block Storage (EBS) as a method to improve performance and information availability.

"We support a very high number of concurrent users. Maintaining very high uptime and guaranteed document load performance of under three seconds are our main goals," stated Nguyen.

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After deploying Gluster, CIC quickly realized dramatic storage performance and availability improvements to its cloud storage deployment. Utilizing Gluster provides CIC with easily managed shared storage that elevates performance by pooling, aggregating and virtualizing EBS and provides greater availability with synchronous and asynchronous replication.

Gluster's unique scale-out architecture stores and retrieves files quickly and efficiently, and its high performance capabilities enable CIC to continue to honor its SLAs and even surpass expectations while moving to the cloud. By deploying within a single global namespace, resources are added as required for capacity and performance management.

"We were extremely pleased with the results RightScale was delivering so it was crucial to select a cloud storage solution that required no change to our existing infrastructure," explained Nguyen. "Gluster provided the flexibility we needed while also delivering the performance necessary to allow our clients to meet their SLAs."

Results

With RightScale, Gluster and AWS, CIC is delivering new and innovative products and services to its clients while ensuring it maintains its high SLAs.

Key Benefits

- ✓ CIC accelerated its move to the cloud, enabling the delivery of new products and business growth while maintaining SLA commitments
- ✓ Scale-out architecture allows for constantly changing resources to be added and accessed
- ✓ Data is highly available, allowing clients 24/7 access to necessary documents

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“Overall Gluster is providing us with a cloud storage technology that not only allows us to quickly provide our services on the cloud, but also matches and exceeds the high availability and performance as if deployed on premise at our client sites,” concluded Nguyen. “We are looking forward to the continued benefits Gluster will provide and are extremely excited about what its technology and RightScale are allowing us to serve our clients.”

About Gluster

Gluster is the leading provider of open source storage solutions for public, private and hybrid clouds. Over 150 enterprises worldwide have used Gluster in commercial deployments ranging from a few terabytes to multiple petabytes, across the most demanding applications in digital media delivery, healthcare, Internet, energy and biotech. Gluster is privately-held and headquartered in Sunnyvale, California. Visit us at www.gluster.com.