

Immedion's Compliant Cloud Infrastructure Enables Symfact's SaaS Solutions



CUSTOMER

Symfact is a leading provider of Contract Management and GRC (Governance, Risk & Compliance) solutions, enabling customers around the world to effectively manage risks, integrity, quality, obligations, questionnaires and related documents.

CHALLENGE OVERVIEW

Symfact needed a Cloud partner who was able to handle hosting, available to answer questions and could support the infrastructure needs of Symfact's clients. The partner also had to be able to meet various legal and compliance requirements.

SOLUTION

Immedion's Private Cloud and managed services support Symfact's SaaS/hosted delivery model.

RESULTS

- Symfact is free to focus on tasks and functions to directly grow the business
- Private Cloud infrastructure enables Symfact and clients to scale resources quickly and on-demand
- Immedion supports preferences and requirements for backups, redundancy and compliance
- Symfact has on-going access to Immedion's team of experts

SYMFACT

Founded in 2002, Symfact (<https://symfact.com/>) is a global software company with an industry leading software platform for contract and compliance management solutions. They specialize in Contract Management, Legal Entity Management and Third-Party Risk Management, offering software that enables clients to effectively deal with compliance, reduce risk and increase efficiency and productivity.

CHALLENGE

Symfact's software solutions are all designed on a single configurable technology platform. Though the platform can be hosted on-premise, more and more clients are opting to utilize a Software as a Service (SaaS)/ Hosted Private Cloud model.

Symfact didn't want to allocate the funds to build and maintain their own Cloud infrastructure, though. "I'd rather spend that money on sales or skilled implementation staff - functions that grow the business and help our customers," said Harry Angel, Symfact's Director of North America. "I was looking for a partner that could handle our hosting needs, be available when we, or our prospects, have particular questions and could help when we had a client that needed a particular infrastructure."

SOLUTION

Symfact chose Immedion to help with their Cloud infrastructure and managed services. In doing so, Symfact provided their clients with access to the full scope of Immedion's products and services, all customizable to meet their needs. "If you go down the list of options that Immedion offers, all are in play with our clients," said Angel. Symfact clients take advantage of tiered cloud storage from SSD to SAS, public and private Clouds, back-ups, vaulting, and managed firewalls - just to name a few.

Symfact's chosen provider also had to be able to support HIPAA requirements, have infrastructure compliant with SSAE16 or SOC 2 requirements, and support redundancy and backups based on the criticality of Symfact's application to the client's business. Said Angel, "With Immedion, we can guarantee customers a compliant infrastructure, complete with the flexibility to match their preferences and requirements for redundancy and backups."

RESULTS

"Immedion enables us to give clients exactly what they need from an IT infrastructure standpoint," said Angel. For their part, by relying on Immedion to handle the Cloud infrastructure and to support Symfact and their clients, Symfact frees up their time and money to focus on tasks and functions to help grow the business more directly.

Finally, since Symfact became a client, Immedion has provided the level of service that Symfact was looking for, with help from the sales cycle all the way through to supporting the client's services. "Immedion isn't a vendor for us, they're a partner," said Angel. "We could not have been as successful or grown or supported individual customer needs over the last five or six years without them."