



A modernised AWS cloud

gives Workrate confidence to grow

99.97%

reliability of environment on AWS

15 minutes

or less first response for
highest-priority incidents

Best practices

and compliance with ISO 27001
information security standards

Client

Workrate

Industry

Security, Homeland Security

Platform

AWS Cloud

Services

AWS Landing Zone, Application
Migration, Managed Cloud Services

Country

The Netherlands

Founded in 2003 and based in the Netherlands, Workrate is a fast-growing company that provides physical security for data centres across Europe. It relied on a managed service provider to handle the cloud infrastructure supporting its mission-critical software applications. But as the company's workloads and geographic footprint expanded, it needed faster, more advanced support.

Working with SoftwareOne, Workrate has migrated to an updated environment on Amazon Web Services (AWS) that provides the flexibility, reliability and security it needs, as well as more manageable and predictable costs. With a modernised AWS architecture and SoftwareOne's around-the-clock managed services, which helps to maintain, manage and operate the company's AWS environment, Workrate now has the confidence that it can meet its ambitious expansion plans in the years to come.



WORKRATE

The challenge



We want to run a security business, not a server business.

Eelco Wiertsema,
Founder and COO,
Workrate



New cloud and managed service demands

Workrate's 2,000 employees manage physical security tasks to protect data centres for customers at nearly 200 locations, providing more than 1.6 million hours of services a year. The company controls and monitors door access and front desk functions, log visits, check in deliveries and handles other security tasks by using Workrate's software, called Workstate. It also operates an internal system, Workmate, to run HR, payroll, finance, sales and the company staff roster.

Workrate had long relied on on-premises IT to support its business-critical software but had outgrown those systems. It decided to move to the AWS cloud and work with a managed service provider that could maintain and manage those AWS services.



At first, we only looked after a few customer locations. We could manage with basic tools, like Microsoft Excel, for day-to-day work. But we soon grew and needed dedicated software solutions for both Workstate and Workmate.



Eelco Wiertsema,
Founder and COO, Workrate



SoftwareOne was recommended to us by a number of contacts. SoftwareOne understands our business. They are experts in AWS.



Jonas Hoving,
Software Development Lead,
Workrate

With Workrate's annual growth rate of 20%, the company needed a service provider that could identify and manage the right AWS solutions, helping it to gain the flexibility and scalability it needed and enabling it to focus on its core business of security. So it began looking for a new provider to guide it on the next stage of its cloud journey and turned to SoftwareOne.



The solution

Our customers are reassured that we use AWS. It helps build trust and belief in our security compliance, and it makes auditing easier.

Eelco Wiertsema,
Founder and COO,
Workrate

Building a modern environment on AWS

SoftwareOne developed a solution for Workrate using its deep expertise of AWS services as an AWS Premier Tier Services Partner and AWS Managed Services Partner. This included:

- Conducting an [AWS Well-Architected review](#) to assess Workrate's needs.
- Building a [Landing Zone](#) with an Account Vending Machine on AWS – It used this to migrate Workrate's systems to a new environment on AWS.
- Deploying [Amazon Elastic Container Service for Kubernetes \(EKS\)](#) – This is critical to Workrate's operations: it enables containerised services that help the company run secure operations for multiple clients simultaneously.
- Using [Amazon Relational Database Service \(Amazon RDS\)](#) – This collection of managed services makes it simple to set up, operate and scale databases in the cloud. With RDS, Workrate has gained the reliability, capacity and scalability it needs to take on more clients and expand into new geographies.
- Implementing [Amazon Simple Storage Service \(Amazon S3\)](#) for object storage – This provides Workrate with scalability, data availability, security and performance.
- Providing [around-the-clock services](#) to maintain, manage and operate Workrate's AWS environment and optimise AWS cloud costs, giving the company more time to focus on its core business tasks.



The outcome

- **99.97% reliability in the cloud**
Workrate's AWS environment now has 99.97% reliability, with almost zero downtime. It complies with AWS security standards and best practices but also with international ISO 27001 information security requirements – this helps Workrate attract new customers.
- **Improved efficiency, predictable costs**
Because Workrate's new architecture is based on the latest reference standards, the company is also able to manage workloads more quickly and efficiently. Another benefit is that costs are more predictable, which is critical as the company looks towards continued expansion.
- **Access to advanced AWS support**
With SoftwareOne as its managed service provider, Workrate now has access to much higher levels of AWS expertise and technical support than before.
- **15-minute response to IT issues**
Supported by SoftwareOne, Workrate has confidence that any IT issues can be resolved quickly and new service needs can be met within hours. For the highest-priority incidents, SoftwareOne ensures a first response within 15 minutes or less.



SoftwareOne has been very responsive. We've got the rapid support we need. Between them, AWS and SoftwareOne always have the answer. We run a 24/7 business, so our customers notice when a service goes down. But since moving to AWS and SoftwareOne, we've had almost zero downtime.

Jonas Hoving,
Software Development Lead, Workrate



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