

Koopid automates public cloud deployment with Sproute SPAN

CHALLENGES

As a primary user of public cloud for development, test, and production, Koopid needed to create an agile development workflow, while addressing security and isolation at all levels. The Koopid team envisioned a cloud architecture where developers use separate cloud resources than production.

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“Security is core of our development practices. We start with locking down systems and services and ensure that customer data is protected in all levels. Our primary objective was to have less friction from our team when we introduce a security solution in our environment.”

Koopid also has a geographically distributed team with many remote developers. That, along with the fact that mobile development was a must for the product brought in secure remote access requirements from any device. Koopid was also looking for a flexible solution that could extend its network seamlessly to a customer or partner's cloud or data center environment.

SOLUTION

When Koopid learned about Sproute Networks and its cloud-managed SPAN offering, they saw it as a perfect fit. Management of the network centrally in the cloud and the ability to extend the network seamlessly across users, devices, public cloud, and customers' environments enabled a unified policy for Koopid.

To deploy SPAN, the team instantiated SPAN gateways in Koopid's VPCs using simple templates and enabled remote access on all of them. Across the VPCs and the availability zones, they created a full-mesh SD-WAN overlay, along with micro-segmentation policies to separate out the development and production. With that, the users were able to access the resources from any place, on any device for their development, without having to worry about the production environment stability.

SPAN is almost two years into production now at Koopid. The single pane of glass for the network, policies, and the users enables Koopid to effectively manage the security controls without hampering productivity in any way.

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“If security is core of your development process and you don't want complex security solutions to get into your development and production workflows, go for Sproute networks SPAN service”

Jaimon Jose, Founding member

Company Background

Koopid was born from a simple premise - that the relationship between a business and a customer should be modeled as a transparent and persistent conversation. That it is time to break the silos of multiple channels - voice, chat, digital self-service, bots - and consolidate customer interactions into a single, elegant paradigm. That it is time for a radically simple architecture, with AI at the core of Customer Experience Orchestration.