

# iManage Relies on Progress Chef SaaS to Achieve 66% Faster Application Delivery Time and Continuous Compliance



CASE STUDY



## Challenge

INDUSTRY  
Technology

PRODUCT  
Progress® Chef®

### SUMMARY

Trusted by 4,000 organizations globally for secure document and email management, iManage set out to launch a new cloud-native Risk Management platform and turned to Chef's cloud-based Infrastructure Management solution. With Chef, iManage has been able to automate configuration management and application delivery, achieve CSPM goals and benefit from a 66% faster app delivery time.

Trusted by more than one million professionals at 4,000 organizations around the world, iManage helps leading organizations manage documents and emails more efficiently, protect vital information assets, and leverage knowledge to drive better business outcomes through its award-winning AI-enabled technology. The company was developing a new cloud-native risk management solution designed to optimize business intake data, identify conflict of interest scenarios and promote compliance.

Senior Site Reliability Manager Tim Odom viewed this initiative as a greenfield project going into the cloud, requiring him and his team to manage the complete infrastructure configuration and application deployment of the new offering. As the team started customer rollouts, they quickly ran into issues. A significant amount of host configurations needed to be handled, yet there was no installer for the new application and the team had defaulted to a manual process that was depleting their resources, preventing them from scaling the delivery to customers. "It took two people five days to complete an installation manually and we just couldn't afford that," said Odom.

iManage needed an infrastructure management solution that would automate configuration management and application delivery, while achieving Cloud Security Posture Management (CSPM) goals.

## Solution

Odom, along with Larry Herz (a seasoned SRE expert and long-time colleague of Odom), both had extensive experience working with Progress® Chef® in the past. Based on their experience, they were convinced that Chef was the only solution robust enough to deliver on their expectations. In competition with just one other market solution, Chef stood out for its powerful infrastructure management within Azure, ease of implementation and operational compliance.

Further, Chef's enterprise-grade infrastructure and automation management solution enabled the iManage team to handle the host-based configuration management automation at the scale and stability levels they needed, while simultaneously eliminating configuration drift.

A major requirement for the project's success was the ability to integrate the infrastructure with Microsoft Azure. While their existing solution had been satisfactory, it was not robust enough to manage the full automation of the new iManage application. "We needed configuration processes to be fully automated and that required a mature configuration management system we could trust," added Odom.

**"Thanks to Chef, the setup on our development has become so easily scriptable that we can hit the ground running and write meaningful code very quickly—it's tested and it's ready to rock'n'roll."**

**Tim Odom,**  
Senior Site Reliability  
Manager, iManage

The ease of implementation and domain-specific language of the Chef stack had everyone on board quickly and allowed them to standardize programming execution. “We more readily get what we want out of a Chef-run than any of the other technologies that are out there,” Herz said. He had a clear preference for the Chef code flow and simplicity, highlighting that as a defining factor in their decision to choose Chef. “The programming language is robust enough to do 99% of what we need done,” he added.

## Results

The code base consistency and seamless integration across the complete Chef development stack enabled iManage to verify that the configuration was as they desired, while simultaneously working toward CIS compliance. As Hertz put it, “The fact we can use Chef InSpec and Chef DSL common languages for coding, while using InSpec for both compliance testing and Test Kitchen when developing new code is extremely valuable to us, since this enables us to benefit from a truly cohesive development platform.”

Leveraging the Chef ecosystem, the iManage team managed to write an application installer in just three months. The automation endeavor resulted in significant time savings and reduced operational costs. The team managed to cut installation time by 80%, going from five days down to a single day and reduced application upgrade time from five days to approximately two hours, while removing the toil from the other teams and eliminating the human error aspect.

The ROI of the improved configuration accuracy alone has translated into freeing up resources on multiple iManage teams, from support to technical solution architects as well as the principal developers who were initially handling the installation.

Time for new customer deployments on the other hand was sped up from 45 to 15 days, representing a 66% faster delivery rate. Further, with additional process refinements, the team has taken that SLA to one day. “We are now capable of standing up an entire environment, including the infrastructure stack, and building out and installing the product in less than a day,” said Larry Hertz.

Thanks to Chef, iManage can continuously deliver value-adding changes to customers on schedule, without interrupting their workflow. That has enabled the iManage team to define changes in code and version their software, helping them with internal reporting and general compliance audits.

In the future, the iManage team plans to expand their Azure compliance efforts by adding more Chef compliance features to their toolset.

## About iManage

iManage is dedicated to Making Knowledge Work™. The company’s cloud-native platform is at the center of the knowledge economy, enabling every organization to work more productively, collaboratively, and securely. Built on more than 20 years of industry experience, iManage helps leading organizations manage documents and emails more efficiently, protect vital information assets, and leverage knowledge to drive better business outcomes. Viewed as a strategic business partner, iManage employs its award-winning AI-enabled technology, an extensive partner ecosystem, and a customer-centric approach to provide support and guidance trusted by more than one million professionals at 4,000 organizations around the world. For more information, [www.imanage.com](http://www.imanage.com).



**For more information on Chef SaaS**  
visit: [www.chef.io](http://www.chef.io)

## About Progress

Progress (NASDAQ: PRGS) empowers organizations to achieve transformational success in the face of disruptive change. Our software enables our customers to develop, deploy and manage responsible, AI-powered applications and experiences with agility and ease. Customers get a trusted provider in Progress, with the products, expertise and vision they need to succeed. Over 4 million developers and technologists at hundreds of thousands of enterprises depend on Progress. Learn more at [www.progress.com](http://www.progress.com).

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