



## Case Study

# OpSource Provides Scalable and Secure SaaS Delivery for Black Coral's Entire Suite of Web-Based Products

"As the first company to employ the SaaS delivery model for incident management software in both the U.S. and Canada, we needed to know that our solution would be utterly reliable. We chose OpSource On-Demand for its best-in-class hosting and security. The reliability of OpSource for uptime and security allows us to concentrate the engineering and sales efforts on software functionality and progressive improvement. In addition, the OpSource pricing model gives us the ability to pay for hosting as we grow our business."

Douglas Duncan  
Founder and CEO  
Black Coral

## The First SaaS-Powered Emergency Response Solution in North America

Black Coral, Inc., an Ottawa, Ontario-based company with sales offices in Florida, specializes in information exchange and collaboration for the public safety and defense sectors to collaboratively plan, execute and manage emergency response.

Working with OpSource, the Black Coral suite of products now features a Web-based incident management software tool, Black Coral SoftRisk®, which enables users to coordinate response efforts during major events, emergencies and disasters in real time. Black Coral SoftRisk can be used to manage all phases of an incident – from the preparedness phase when operators develop plans and procedures to the response phase when users track and record information about assets and personnel.

## Black Coral Requirement

Black Coral saw SaaS delivery as the only way to meet its real-time response needs. Due to the sharp increase in demand for its products during major events, emergencies and disasters, it was critical for Black Coral to find a provider that could offer a highly scalable and reliable solution. Further, security was a critical factor in selecting a SaaS delivery solution due to the sensitive nature of Black Coral's user base – the public safety and defense sectors.

## Complete Solution

Black Coral chose OpSource because of its comprehensive, award-winning Web operations solution. OpSource On-Demand™ offers best-in-class, complete operational hardware, software and networking infrastructure, including 100 percent uptime, application management and 24x7 customer-branded end-user support. Black Coral was also impressed with the industry-leading firewall and intrusion detection and prevention systems available with OpSource On-Demand to ensure the

## Customer Profile



**BLACK CORAL INC.**  
Communicate. Collaborate. Coordinate.

Black Coral, Inc.  
25 Holland Avenue  
Suite 200  
Ottawa, Ontario  
Canada K1Y 4R9

[www.blackcoral.net](http://www.blackcoral.net)

### Industry

Software solutions provider in information exchange and collaboration for the public safety and defense sectors

## OpSource Solution

- OpSource On-Demand

## Key Benefits

- Provided stable, scalable and secure on-demand delivery solution
- Enhanced customer satisfaction with 24x7 end-user support
- Offered deep expertise and best practices to ensure success
- Enabled cost-effective growth with predictable expenses

security of its customers' application infrastructure. It also includes tools that accelerate revenue generation, such as fully integrated Level 1 PCI DSS billing, as well as analytics that offer insight into the performance and usage of the on-demand application. Additionally, OpSource's unique, Success-Based PricingSM enables Black Coral to save an enormous amount of money during non-emergency times when the demand for its services is much lower than during major events and disasters

## You Build It. We Deliver It.

### Why OpSource?

When Black Coral decided to convert its legacy application into a SaaS product, OpSource was an integral part of Black Coral's go-to-market strategy. Black Coral selected OpSource for three key reasons: security, reliability and its scalable pricing model.

Douglas Duncan, Founder and CEO, Black Coral, said, "We identified OpSource as our hosting solution during the product lifecycle, so when we were ready to go to market, we just flipped the switch and it was immediate. Additionally, constant, real-time visibility and control is paramount when responding to emergencies and we can trust OpSource to provide seamless SaaS delivery with the highest level of security at the best value on the market."

### About OpSource

OpSource™ delivers Software-as-a-Service (SaaS) and Web applications for on-demand companies, with hundreds of applications, millions of users and billions of transactions supported daily. OpSource On-Demand™, the leading Web operations solution, is defining how Web-based software is delivered. By choosing OpSource as their Web application delivery partner, companies are freed from investing in and managing the complex and costly infrastructure and services necessary to deliver applications over the Web. They can instead focus their resources on developing, marketing and selling their applications and services. Further, by using OpSource Connect™ companies can leverage Web services such as OpSource Billing™, OpSource Analytics™ and OpSource End User Support™ and integrate their applications with other SaaS applications over the Internet as well as with enterprise applications behind the corporate firewall. OpSource On-Demand is suitable for companies at any stage of growth, with any type of on-demand application. OpSource is the only company to offer Success-Based Pricing, a unit-based pricing model that allows businesses to begin with a modest minimum commitment and scale expenses as revenues increase.

Headquartered in Santa Clara, CA, OpSource has Web application delivery centers in Virginia, London and Bangalore. For more information about OpSource, visit [www.opsourcenet.com](http://www.opsourcenet.com).



**OpSource™**  
The Business of Web Operations

Corporate Headquarters  
5201 Great America Parkway  
Suite 120  
Santa Clara, CA 95054  
1-800-664-9973 (USA)  
+ 353 1 661 9979 (EMEA)  
[sales@opsourcenet.com](mailto:sales@opsourcenet.com)  
[www.opsourcenet.com](http://www.opsourcenet.com)