

# CASE STUDY: RSPNDR

**CARBON60**  
THE MANAGED CLOUD COMPANY



## RSPNDR Accelerates Time to Market and User Experience with Carbon60 AWS Managed Services & DevOps

RSPNDR is a technology start-up that is disrupting the alarm response industry through digital transformation. In an industry that is mired in old tech with manual processes, RSPNDR sees an opportunity in the market to simplify and accelerate the experience for guards, alarm monitoring and dispatch centres and ultimately for the safety of the customer's business and people.

### BACKGROUND

RSPNDR is a technology start-up that is disrupting the alarm response industry through digital transformation. In an industry that is mired in old tech with manual processes, RSPNDR sees an opportunity in the market to simplify and accelerate the experience for guards, alarm monitoring and dispatch centres and ultimately for the safety of the customer's business and people.

RSPNDR's application provides complete visibility on security alarm response incidents in real-time. The app allows the monitoring stations to dispatch quickly, view progress on an incident and receive a detailed report. Lastly, the responders themselves can accept alarms on a mobile app and investigate the alarm and submit a report from the site. The result is an efficient process with a complete digital record for all stakeholders reducing paper records, phone calls, and most importantly, the resolution time of alarms.

### CHALLENGE

Having a lean team meant that RSPNDR needed to keep its resources focused on enhancing their application based on customer feedback. Any time that RSPNDR spent on architecture, infrastructure operations and security meant less time to build on their application and secure new clients.

RSPNDR has strong technical talent on cloud infrastructure and DevOps, but their real strength is software development. Their early customers were ready to sign up for testing, but they also wanted to ensure that the infrastructure platform was delivered on a global cloud and could meet compliance requirements. With a short time-line, RSPNDR decided Carbon60 would be the right fit as a managed cloud services and security partner to help them get started based on their reputation for client experience and SOC2 compliance.

### REQUIREMENTS

-  **Cloud Native**
-  **Compliance**
-  **Security**
-  **Managed Services**

Carbon60 is a Select AWS Consulting Partner



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## SOLUTION

### Initial Phase

RSPNDR engaged Carbon60 to deploy Docker containers and migrate their alarm management application to AWS. The Carbon60 cloud team was able to “translate” their current solution to applicable resources in AWS. By initially leveraging services like Elastic Compute Cloud (EC2), Elastic Block Store (EBS), Simple Storage Service (S3) and the Relational Database Service (RDS), the migration phase was completed quickly to meet initial goals to activate some anchor customers.

### Deployment Phase

Carbon60’s focused on building a highly secure, scalable, and highly available solution. Carbon60 followed AWS best practices combined with our deep experience in building enterprise-class solutions for our customers. In addition, we complemented AWS services with 3rd party intrusion detection services and other tools to bolster the solution.

### Now in the Second Phase of the Project

Carbon60 is helping to modernize RSPNDR’s solution further with container orchestration and log aggregation, enhanced CloudWatch alarms and metrics to improve application insight and Web Application Firewall for a deeper security postures. Carbon60 was able to do this quickly and cost-effectively by using AWS-native services and decomposing their monolithic legacy application into a microservices architecture.

## RESULTS

By utilizing our extensive application and DevOps experience and AWS best practices, the team at Carbon60 was able to migrate (and modernize) RSPNDR’s existing solution to AWS while maintaining high-availability and strict compliance requirements. As the business evolves, cost management is also a key element to support RSPNDR’s financial objectives and Carbon60 optimized costs by 40% over the past two years.

Our ‘white-glove’ service and ability to ‘speak the same language’ as our customers allows them to stay focused on what’s most important - building great solutions - knowing that Carbon60 is there to support them every step of the way.

RSPNDR is just getting started building up its customer base in Canada. Their disruptive technology aims to revolutionize the alarm response industry and their goal is to tap into large markets outside of Canada. They are well-positioned to take advantage of the global scale that the AWS cloud provides combined with Carbon60’s expertise to help support their growth ambitions.

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**We have a small tech team and with Carbon60 handling all our AWS infrastructure, DevOps, monitoring and deployments, we can focus on development instead of infrastructure. Carbon60 is a professional team. They really have a lot of technical depth and we couldn’t be happier.**

**Mark Zimmerman, CEO | RSPNDR**

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## ABOUT CARBON60

Carbon60 is a managed cloud services provider for mid-market and enterprise customers with business-critical workloads. We deliver secure and scalable cloud solutions using the leading public clouds and our own cloud platforms in Canada, UK, and US. Our 24x7 SOC2 compliant managed services include server management, optimization, backups and disaster recovery, and a robust security portfolio to protect your IT environment.

**Contact us to find out more about our solutions and how Carbon60 can help with your cloud journey.**