

Case Study

CloudNine
eDiscovery
Software Maintains
Data Privacy, **Moves**
to Subscriptions
Using Thales' Sentinel

Sentinel Supports
CloudNine LAW

cpl.thalesgroup.com

THALES
Building a future we can all trust



“ From setting up demos about Sentinel features and functionalities, to configuring deployment test instances, Thales proactively engages the CloudNine team.”

– Joshua Tucker, CloudNine LAW Product Manager

Privileged information. Privacy. Compliance. These are reasons to keep data-sensitive files protected from view via the internet. To do so, an organization will keep these files on a server which is either not connected to the internet, or behind a firewall. However, even when offline, these documents need a license to be accessed because they contain sensitive information. In this digital age, how can the license be used if the document isn't accessible via the internet? The answer: Install a software license on the private server.

One company implementing this model is **CloudNine, a leading legal technology leader**. Used by over 1000 customers in law firms, government organizations and corporations, CloudNine's software helps manage litigations, audits, investigations, and public records requests. Two of their eDiscovery products, CloudNine LAW and CloudNine Explore, are solutions that enable faster, easier and secure data processing, review and production. CloudNine LAW streamlines the eDiscovery process, including using document discovery with flexible image capabilities. CloudNine Explore eases and quickens initial data investigations, risk evaluations, and compliance assessments. Due to the nature of their business, both of these “on-premise” products **need high-level data protection for legal compliance**. For this level of protection, they rely on Thales' Sentinel.

Preventing Overuse

CloudNine's LAW and Explore software are delivered with a Sentinel software license file that the customer uploads onto an offline server, which means they cannot track license usage since there is no internet connection. Concerned about revenue leaking due to untracked overuse, CloudNine turned to Thales for a solution. The Sentinel Support team devised a plan to prevent post-expiration revenue leakage in a secure, customer-friendly way. CloudNine approached Thales with the following objectives surrounding agility and streamlining:

1. **Time-Based Usage.** Customers use only what they pay for because each license contains a time-stamp expiration date. This prevents overuse because customers cannot access the software beyond the time frame purchased.

2. **Online/Offline Balance.** To deliver the initial license as fast as possible, yet ensure software privacy, the license is delivered via the internet yet uploaded locally. When a customer renews their license, Sentinel automatically issues a license with a new expiration date and sends it to CloudNine's customer via email or file transfer. The customer then uploads this license file to their private server via hardware key or LAN.

These options allowed CloudNine to offer offline software licensing while preventing unpaid usage.

Streamlining Operational Complexities

A licensing platform doesn't exist in a vacuum — it can improve or magnify operational complexities. For example, CloudNine's previous licensing system required their IT team to handle backward compatibility for long-term legacy products. With Sentinel, the IT team was rarely needed since Sentinel enabled CloudNine to:

1. Maintain a **manageable** number of older versions.
2. **Activate and automate** multiple packaging entitlements across multiple product versions in parallel.
3. Issue a combined license for **multiple regions**.

Throughout their years as a Sentinel customer, CloudNine has valued the personal and involved support from Thales. “From setting up demos about Sentinel features and functionalities, to configuring deployment test instances, Thales proactively engages the CloudNine team,” said Joshua Tucker, CloudNine LAW Product Manager.



Customer-Centric Pricing

Over time, CloudNine began taking advantage of Sentinel's agile licensing models. Prior to using Sentinel, CloudNine explored three facets of licensing: 1) Deploying short term (also known as burst) licenses between renewals, 2) allowing for a quick date extension change, and 3) expanding module options in the license key. By utilizing Sentinel's agile licensing, CloudNine could switch to a subscription model to allow for these broader licensing options."

" Sentinel's agile and simple packaging capabilities enabled a more user-friendly customer experience, attracting further interest in our products."

– Kari Byers, VP Customer Success

Moreover, **CloudNine originally had a modular pricing model**, with a drop-down a-la-carte list of features, instead of offering packages. Using Sentinel's multi-axis packaging options, CloudNine started **bundling modules together as one suite**. New customers found the simplified offers more appealing, leading them to subscribe at higher rates, raising CloudNine's revenue as a result.

Likewise, with the easier upgrade process, CloudNine anticipates that legacy customers will move to the latest versions. "Sentinel's agile and simple packaging capabilities enabled a more user-friendly customer experience, attracting further interest in our products," exclaimed Kari Byers, VP Customer Success.

Growth Through Partnership

Thales is CloudNine's partner for long term success. "The Thales team always encourages our current and future growth and consistently offers the support we need," said Christopher Minton, VP Operations. As one example, CloudNine offers some of their products as SaaS and will continue to rely on Sentinel for its strong security and monetization capabilities. CloudNine looks forward to using Sentinel to continually maximize revenue, maintain operational efficiency, and keep up customer satisfaction, all with high-level security.

About Thales

Today's businesses and governments depend on the cloud, data and software to deliver trusted digital services. That is why the most recognized brands and organizations around the world rely on Thales to help them protect sensitive information and software wherever it is created, stored or accessed – from the cloud and data centers to devices and across networks. As the global leader in data security and software licensing, our solutions enable organizations to move to the cloud securely, achieve compliance with confidence, create more value from their software and deliver seamless digital experiences for millions of consumers every day.