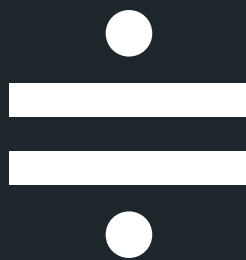


# SECURITY & FLEXIBILITY



CASE STUDY **Faster**Forward

≡ Solvinity®  
Secure Managed IT Services



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## Measurable security, SOC 2 and flexibility

**Many processes are involved when taking out a mortgage, insurance or entering a pension scheme and these processes are becoming more complex by the day. Faster Forward ensures that both intermediaries and insurance offices, can make use of secure, simple online software to offer the financial products of banks, insurers and other financial service providers to individuals.**

Each day, more than 3,400 professionals use the online Elements software platform of Faster Forward. “Compared to our own organisation with a workforce of twenty-plus employees, that is quite a substantial number”, said Jochem Blok, Senior Web Application Engineer at the company located in Bergen op Zoom. The relatively small team wanted a safe, reliable and agile environment and a flexible IT partner by moving the hosting of a not so flexible supplier to a Platform-as-a-Service (PaaS) provider. A recommendation of a befriended partner led them to Solvinity.

“For us the security aspect of the hosting solution is very important. Financial services demands superb security.


As our customers want to keep their data and data processing in the Netherlands, for legislation reasons, we started looking for a 100% Dutch supplier with SOC 2 certification to give our customers peace of mind when purchasing our SaaS application”, Blok shared.



## Flexibility and meeting the highest standards

During the evaluation phase Faster Forward evaluated five suppliers. "We have been requesting quotations for years, also to verify whether the agreement with our current partner is still a competitive one. Solvinity is highly focused on SOC 2 and in that they appear to be unique." In addition, the supplier offers a fully virtual platform that can be up- or down-scaled dependent on capacity requirements. "Solvinity can handle both short and long term changes. We've entered into an agreement for three years with a flexible services package," according to Blok.

In addition to SOC 2, which big enterprise customers of Faster Forward often specifically ask for, there were more factors that led to choosing for Solvinity, Blok indicated. "Such as annually replacements of hardware and multiple data centers for redundancy to prevent any malfunctions. And, of course, the price is also important as nobody wants to pay too much."



*"Solvinity is highly focused on SOC 2 and in that they appear to be unique."*

**Jochem Blok**

Senior Web Application Engineer at Faster Forward

## A fruitful collaboration from the beginning

In respect of mentality, creativity and approach, Solvinity and Faster Forward immediately hit it off. Although a competitive price is a pleasant side issue for the IT company, the quality of the service is of paramount importance. The developers at Faster Forward want to address their technical questions to Solvinity from whom they can expect a fast and adequate response and who will proactively participate in any thought processes regarding solutions.

"What we have noticed during the collaboration is that when we indicate a technical improvement or expansion, they immediately know how to proceed on that. We can make use of the experience from Solvinity. They have PaaS and working according to DevOps principle in their genes", Blok shared.

He continues: "Hosting and security are specialist subjects that we are very familiar with, but would rather leave to a party with a proven reputation. Everything has to be right. For our customers and for us as well it is crucial that procedures can be tested. They often find it very exciting to be using a SaaS application via the public internet, so it helps to lower, or even remove, as many thresholds as possible. Now that we are doing business with a partner who meets the highest standards, it makes it easier for us to engage in conversations with customers."

## Migration with an extensive trial period

The migration procedure went well for both parties. It included an extensive test stage in which Faster Forward could explore and try the new environment. Hereafter, the complete Elements environment of Faster Forward was transferred to Solvinity within one weekend, which Solvinity refers to as the big bang whereby the environment is prepared and set according to the customer's specifications.

This does not always run as smoothly as wished for. As expected, small and unexpected problems came to light during the test stage, but these were quickly solved. Solvinity's technical staff had a pleasant collaboration with Jochem's team, who knew the subject inside out and understood the behaviour of the applications as they had built them from scratch. Conversely, Faster Forward thought they may need faster disks in solving performance issues. Solvinity made recommendations which allowed Faster Forward rewriting the source code to be more efficient. These sort of practices help reduce costs on a monthly basis.

Solvinity's knowledge about application environments, and how these behave on the platform, provided valuable feedback to Jochem so that he would know what to fine-tune in the application.

## Sharing knowledge and experience in the future

Faster Forward Elements will be expanded with various integrations in the near future. "We focus on making our software more flexible. An example is the introduction of APIs, which will enable users to incorporate the package in the chain of financial service providers. We see great challenges there and expect that Solvinity can play an important role due to the fact that they have a large number of customers with high-end web applications and we work well together", Blok indicated.

Solvinity wants to distinguish itself through high quality services and by offering flexibility in hosting during the contract term. More often than before we see that customers with a particular specialty want to automate and outsource their IT as much as possible, because they want to focus primarily on their own discipline. In the end it is a win-win situation if all parties can focus on those aspects that they're good at.

### What is PaaS?

PaaS stands for Platform as a Service and is a form of cloud computing with which applications can be quickly set up and offered within a pre-set infrastructure, all according to the customer's needs. Within the Solvinity PaaS model, customers have the option to scale up or down depending on the required capacity. In this way there is always sufficient capacity available without paying too much.

## The advantages of the solution in a nutshell

- Thanks to Solvinity's services, the data and applications reside in the Netherlands
- The safety of Faster Forward Elements will be increased due to SOC 2 certification
- SOC 2 and a Dutch hosting partner make Faster Forward Elements suitable for more customers
- The PaaS model enables the quick implementation of short- and long-term changes
- Solvinity is a highly-skilled and proactive partner for Faster Forward.

## What does Faster Forward do?

Faster Forward develops software for financial service providers enabling them to increase their efficiency and customer focus. Faster Forward's customers vary from independent intermediary advisors to franchise formulas and from insurers to banks and pension providers. Faster Forward Elements has the required flexibility to content with all these different company appearances and to increase cost-efficiency, both now and in the long-term. Currently, more than 3,400 professionals work with this platform.



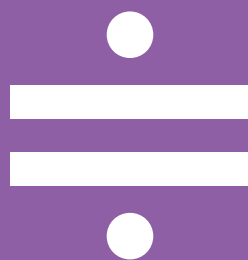


## About Solvinity

Solvinity provides Secure Managed IT Services in the public, private and hybrid cloud for organisations with high security requirements. Solvinity's services include innovative cloud solutions, outsourcing, managed hosting and workplace solutions such as Lango Workspace. For organisations that develop software, Solvinity offers solutions such as Integrated Delivery and "Stretched" DevOps. The organisation distinguishes itself with very high cyber security standards and certifications according to national and international standards such as ISO 27001, ISO 14001, ISO 9001, SOC 1, SOC 2 and NEN 7510. Solvinity provides services to, among others, the (national) government, including the Ministry of Justice and Security, municipalities and leading organisations in financial and business services, including Trans Link Systems (OV chip card), TNO, ING Bank, Ahold and ONVZ. Solvinity has more than 250 employees, spread over four locations in Amsterdam, Assen, Amersfoort and Den Bosch. In 2019, the company had an annual turnover of 47.8 million euros. For more information, visit [www.solvinity.com](https://www.solvinity.com), or follow Solvinity on [Twitter](#) and [LinkedIn](#).

### Meer weten over Solvinity?

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