



TRACKER NETWORKS SCALES ITS ENTERPRISE RISK MANAGEMENT SAAS TO PREPARE FOR NEW MARKETS

Tracker Networks created their solution "Essential ERM," a Risk Management tool to help businesses navigate risk and optimized decisions made. Opening the product to new markets, the company validated its features at scale with a CENG project.

Located in Toronto Ontario, Tracker Networks is a SaaS firm focused on providing Enterprise Risk Management (ERM) software that identifies potential risks across numerous industries such as finance, technology, and services. First established in 2009, Tracker Networks has grown to serve customers worldwide in both North America and Europe.

Their goal is to help clients identify and manage risks/opportunities that could affect business strategies, supplier relationships, critical data and more. This helps organizations speed up strategic planning, identify disruptions, and focus on future objectives while decreasing the stress/time of managing risks.



ESSENTIAL ERM AND RISK MANAGEMENT

Risk Management is an integral part of any organization as it helps to develop future objectives and define strategies that are more likely to work in the real world. Risk Management's goal is to identify risks that may harm the structuring of objectives while keeping all other factors in control (or at least top of mind).

Business executives and senior managers use Essential ERM to identify those top risks that could threaten their organizations and interfere with their ability to meet strategic objectives. Representing a new generation of SaaS risk management solutions, Essential ERM is built with an intuitive workflow and visualization design that leads users through the steps of identifying and processing risks easily.

Compared to other traditional risk management platforms that take months, Essential ERM can be integrated easily within an organization having the SaaS up and running in a matter of hours.

TARGETING NEW MARKETS

After launching Essential ERM in 2018, Tracker Networks identified an opportunity to address a new potential market; the healthcare industry. Even though some healthcare organizations have their own ERM programs, Tracker Networks noticed that they have a number of external systemic risks that are larger in scope than any health organization can manage on their own. These external risks include:

- Demographic Shifts – The development of urbanization and aging of the population
- Distributed medics – Medics located in rural and remote communities that lack technological resources
- Cyber-attacks on the healthcare sector – Hackers looking to steal medical data
- Possible changes in healthcare funding – Financial resources that may potentially be cut

Tracker Networks is looking to address some of the unique differences of the Health sector, adding a feature to their solution that would help healthcare organizations share their information more easily and gather a better picture of risks from a communal data base. Noticing these vulnerabilities and opportunities, Tracker Networks decided to begin development of a web based federated ERM that can provide insights on current risks affecting the healthcare sector while being used by multiple health care organizations on a collaborative level.

In order to bring the new version of their solution to market, Tracker Networks needed to make sure that the new features and federated capacity of Essential ERM functioned at scale. Never before had their software been required to process high volumes of data from multiple organizations at once.

CENG MEMBERS



Tracker Networks decided to utilize CENGN's commercial grade testbed environment to validate whether their software could handle the load stress that would be expected from potential customers in the health sector.

PROJECT SETUP

For validation of their solution to be deemed successful, Tracker Networks set up their testing to scale up the level of traffic flows to match the Essential ERM's projected growth over the next 12-18 months. The goal of this project was to identify the areas requiring improvement to optimize the resource usage of the ERM software.

Tracker Networks was provided access to its own isolated and secure project space on the CENGN infrastructure. Through cloud tenancy, the company used virtual machines to run their ERM solution and emulate concurrent client (representing users) interactions in increments of 50 until 400 clients were reached. By monitoring the ERM server throughout the testing, they were able to identify areas for improvement and determine the resources required to accommodate 400 concurrent clients.

RESULTS

After running through the testing, Tracker Networks was able to come out with the following results:

- Essential ERM's federated solution was successfully installed on the CENGN testbed
- Essential ERM ran a maximum of 300-320 simulated users concurrently
- Essential ERM ran a maximum of 300-320 console functions concurrently
- Essential ERM ran a maximum of 340 sessions testing the capability of the software to create and populate risks onto the ERM

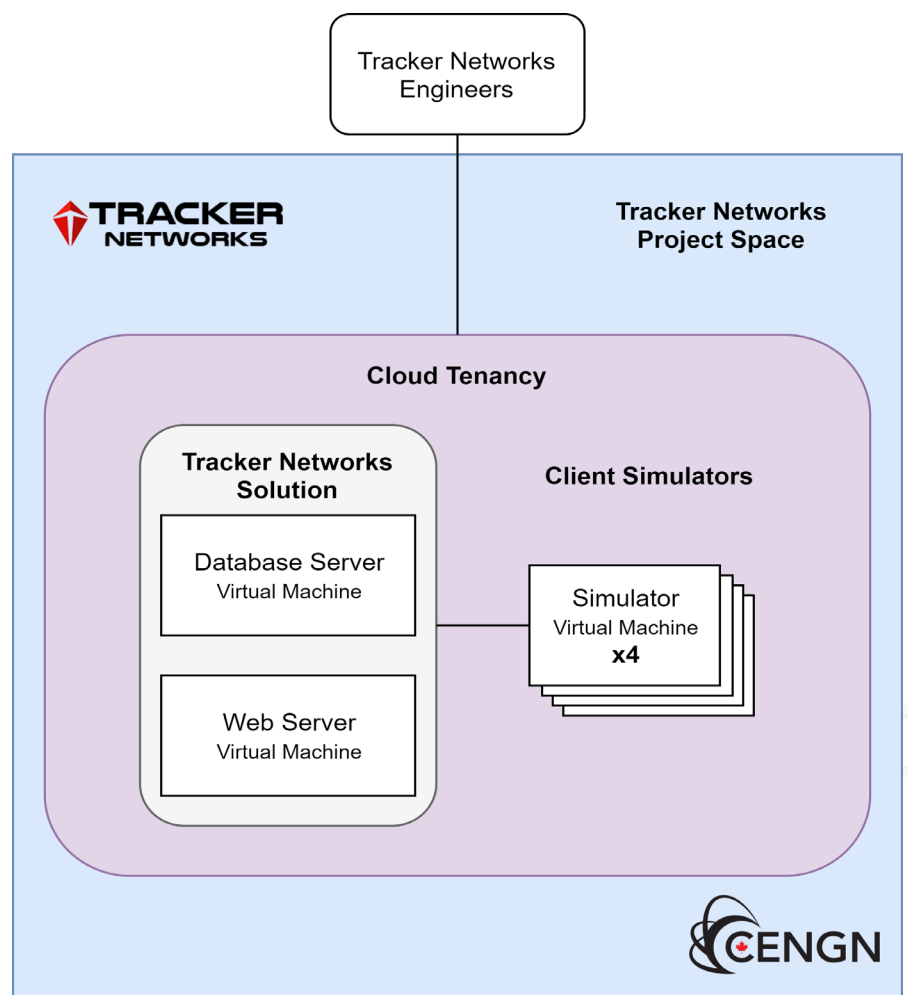
Even though Essential ERM was not able to make it to 400 concurrent users within the project's allotted resources, Tracker Networks was able to quickly identify and implement the areas of improvement necessary to surpass this goal.

THE CENGN ADVANTAGE

By using CENGN's testbed infrastructure, Tracker Networks was able to take complete advantage of the next generation network technology to validate the current state of their solution and build an improvement plan at no cost. The company was also able to leverage the CENGN team's expertise throughout the project, from test space set up to using the proper tools to ensure the environment and traffic flow properly emulated interactions with real customers.

With this testing complete, Tracker Networks walks away with the resource requirements to service customers and knowledge on how Essential ERM can be further improved for increased scaling.

Looking forward, the company has the confidence to execute on this information and will be ready to roll out their marketing plans soon.



Tracker Networks Space on CENGN Infrastructure