



Securing and Stabilizing Critical Infrastructure for a Multinational Consumer Electronics Firm



Client Background

Our client, a multinational consumer electronics firm, relies on critical infrastructure of over 100,000 hosts that support development platforms and essential internal applications.

With mounting technical debt and the need to align with rigorous security standards, their SRE team faced a significant challenge in balancing maintenance with delivering strategic features.

Challenge

The client's SRE team was tasked with both introducing new services for internal development teams and handling the maintenance of underlying hosts, including kernel patches, dependency updates, and Linux versioning. This work created conflicting objectives, leaving little room for innovation.

The client chose OpsWerks to ensure all hosts remained secure and up-to-date without interrupting user services or missing internal.

OpsWerks' Solution

OpsWerks assumed full responsibility for security patching and maintenance, designing a layered automation framework that integrated seamlessly with the client's existing tools.

A dedicated team comprising a project manager, developers, and SREs, streamlined this complex process to ensure speed, consistency, and reliability.



Scope of Work

OpsWerks developed a quarterly maintenance automation tool that updates each host to security standards specified by the client's security team. By leveraging the client's current monitoring infrastructure, we ensured a smooth transition with minimal disruption.

The OpsWerks Advantage

OpsWerks deployed a dedicated, cross-functional team that trained once and operated seamlessly, eliminating the need for retraining due to attrition, rotation, or sick coverage.

Unlike traditional vendors that optimize for ticket counts or task completion, OpsWerks aligned with the client's desired outcome: secure, uninterrupted infrastructure at scale.

By providing consistent feedback OpsWerks reduced repetitive toil and enabled the client's SREs to refocus on delivering strategic platform capabilities.



Results

Within six months OpsWerks brought all systems up to the client's security compliance requirements, reduced incompatible dependency errors to corner cases, and restored operational stability.

The SRE team regained capacity to focus on their strategic objectives, enhancing their standing within the organization.

Client Testimonial



I have been working in this industry for almost 19 years now. I've never seen a vendor that does such a great job of cross-training their teams and following through on the information given to them.

- Infrastructure Deployment and Hardware SRE Manager

Client asked to remain unnamed due to disclosure policy.



Facing Similar Challenges?

Contact our Partner Success Team to explore how we can do the same for you.

[Contact us](#)

About OpsWerks

OpsWerks is a trusted partner to one of the world's leading tech giants, helping platform and infrastructure engineering teams operate at scale.

We streamline hybrid cloud operations, execute complex migrations without downtime, and enable developers to quickly build and deploy global apps used by millions.

From managing CI/CD ecosystems and building orchestration tools to 24/7 support for business-critical systems, for over a decade we've kept developers focused on building.

