

SUISA IMPROVES MUSIC RIGHTS ENFORCEMENT WITH RED HAT FUSE



SOFTWARE

Red Hat® Fuse (formerly Red Hat JBoss® Fuse)

PARTNER

adesso Schweiz AG

SUISA, the Cooperative Society of Music Authors and Publishers in Switzerland, collects remuneration for public use of its members' work. In collaboration with partner societies, SUISA manages the rights of 2 million copyright holders worldwide. To provide consistent data processing and integration, the group sought to adopt a more agile, yet supported, enterprise service bus (ESB). Using Red Hat Fuse, SUISA implemented an integration platform for building efficient, consistent workflows, improving its ability to respond to changing member, partner, and industry demands.



Zürich, Switzerland •

HEADQUARTERS



MUSIC LEGAL SERVICES

200 EMPLOYEES

BENEFITS

- Gained flexibility and efficiency to adapt quickly to changing music industry demands
- Delivered faster response times with efficient orchestration of modular processing
- Improved control of IT operations with modular IT architecture and enhanced integration
- Gained access to enterprise-grade support from Red Hat and partner

“It was clear we couldn't use a community version in a production environment and guarantee the required stability. Red Hat has a significant influence on the open source community, including participation by its developers, and offers a supported enterprise solution.”

JÜRIG ZIEBOLD
HEAD OF I.T., SUISA



facebook.com/redhatinc
@RedHat
linkedin.com/company/red-hat

“We have the stability and support we need with Red Hat’s enterprise version of JBoss Fuse.”

JÜRIG ZIEBOLD
HEAD OF I.T., SUISA

KEEPING PACE WITH MEMBER AND PARTNER DATA NEEDS

SUISA, the Cooperative Society of Music Authors and Publishers in Switzerland, collects remuneration for public use of its members’ works in Switzerland and Liechtenstein. Through reciprocity agreements with more than 100 similar societies, SUISA manages the rights of 2 million copyright holders worldwide.

To successfully operate, SUISA must integrate with music rights agencies in other countries by connecting to dozens of third-party systems. Online music use has added further complexity to its business.

“We’re processing many files and millions of records every week,” said Jürg Ziebold, head of IT at SUISA. “We exchange data daily with publishers and weekly with external systems. Every song from every artist needs a unique code, and our equivalents in locations like Germany or the United States need real-time access to this information.”

However, SUISA’s mainframe-based architecture proved too inflexible to react quickly to changing conditions or partner needs. As a result, the group sought to adopt an IT strategy based on more flexible technology to keep pace with member needs and provide real-time data access to partner organizations.

“We have many data sources, and each had different response times. For instance, the response rate when searching for a keyword would vary by data source. As a service provider, that outcome isn’t acceptable,” said Ziebold.

DEPLOYING A LIGHTWEIGHT, FLEXIBLE INTEGRATION PLATFORM

SUISA partnered with adesso Schweiz AG, a Swiss IT service provider, and decided to adopt an enterprise service bus (ESB) to help its software applications communicate with each other and external parties. “Adding an ESB seemed like an extra layer of complexity, but we’d be able to do so much more with our data,” said Ziebold.

The company considered building a custom container solution but decided that it would be too time-consuming, costly, and difficult to support. Instead, SUISA worked with adesso, a Red Hat Premier Middleware Business Partner, to evaluate several community open source solutions—such as Apache Camel and Apache ActiveMQ—before choosing Red Hat Fuse.

“It was clear we couldn’t use a community version in a production environment and guarantee the required stability. Red Hat has a significant influence on the open source community, including participation by its developers, and offers a supported enterprise solution,” said Ziebold.

Red Hat Fuse is a lightweight, flexible platform that offers modular ESB capabilities for rapid integration across enterprise on-premise and cloud environments. SUISA deployed Red Hat Fuse to take advantage of internal datacenter and virtual infrastructure to provision processing capacity. The company is also creating a front-end application, Cockpit, where business users can access and examine its rights database.

WORKING MORE EFFICIENTLY WITH SUPPORTED SOLUTIONS

Flexible scalability

After implementing Red Hat Fuse, SUISA’s IT infrastructure—supported by a microservices-based architecture—is more flexible and responsive. As a result, the group can work more efficiently and scale as needed to meet member and partner demand.

“We now have a scalable, adaptable integration platform. The combination of a process engine and microservices architecture has helped us simplify documentation and avoid media disruption,” said Ziebold. “Red Hat Fuse ensures consistent integration between our IT components and data to support greater agility, so we can quickly make adjustments to keep pace with changing needs in the music industry.”

More efficient process and resource management

SUISA can now efficiently orchestrate multiple processes using Red Hat Fuse, even though its user-centric process engine differs from its batch-oriented systems in requirements, system design, and architecture.

“The challenge has been to define the different building blocks that can be orchestrated to cope with performance demands. Fuse lets us re-use different blocks, which is more cost efficient and reduces response times for staff and end users,” said Ziebold.

Another benefit of Fuse is full automation of SUIA's build and deployment infrastructure. The group can isolate different solutions into modular components—with Fuse acting as a common layer for its database and data-producing system—resulting in greater control over resource allocation.

“For instance, web services need fast response times, while batch processing uses a lot of CPU but doesn't need to be quick. We can partition these different blocks without affecting overall performance,” said Ziebold.

Enterprise-grade support

By working closely with Red Hat and adesso, SUIA has access to technology experts to quickly resolve any issues. adesso provided Fuse specialists to define SUIA's new architecture, implement integration for various use cases, and resolve any product issues.

“We have the stability and support we need with Red Hat's enterprise version of JBoss Fuse,” said Ziebold. “We've now worked with Red Hat since 2012, and in that time every bug has been fixed quickly. We couldn't operate as well with a community version.”

CREATING A SYSTEM FOR THE FUTURE

SUIA plans to continue to use its microservices-based architecture and ESB, supported by Red Hat Fuse, to further enhance data capabilities for both internal users and partner organizations. The group is also planning to evaluate using Red Hat OpenShift Container Platform as part of a company-wide messaging platform, as well as considering adopting API management in the future.

“We're focused on giving the business what it needs,” said Ziebold. “We know we have a solid platform on which our business can operate. In the future, we'll continue working to ensure our systems are as responsive and accurate as possible.”



CUSTOMER CASE STUDY SUIISA improves music rights enforcement with Red Hat Fuse

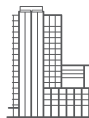
ABOUT SUIISA

SUIISA is the Cooperative Society of Music Authors and Publishers in Switzerland. Through reciprocity agreements with over 100 sister societies worldwide, SUIISA manages the rights of 2 million right-holders. SUIISA employs 200 people in its offices in Zurich, Lausanne, and Lugano. In 2017, SUIISA and U.S. performance rights organization SESAC founded the joint venture Mint Digital Services. The company manages invoicing and administration for the transnational music licensing businesses of SESAC, its subsidiary the Harry Fox Agency, and SUIISA with online providers, and also offers its services to publishers.

ABOUT ADESSO SCHWEIZ AG

With more than 2,800 employees and annual sales of EUR 321 million in 2017, adesso Group is one of the largest German IT service providers. At its own locations in Germany, Austria, Switzerland, Turkey, Spain, Bulgaria, USA, and the UK, as well as at customer sites, adesso offers consulting and software development services for optimizing core business processes and reducing operating costs. Adesso also offers ready-to-use software products for standard applications.

ABOUT RED HAT



Red Hat is the world's leading provider of open source software solutions, using a community-powered approach to provide reliable and high-performing cloud, Linux, middleware, storage, and virtualization technologies. Red Hat also offers award-winning support, training, and consulting services. As a connective hub in a global network of enterprises, partners, and open source communities, Red Hat helps create relevant, innovative technologies that liberate resources for growth and prepare customers for the future of IT.



facebook.com/redhatinc
@RedHat
linkedin.com/company/red-hat

NORTH AMERICA
1 888 REDHAT1

**EUROPE, MIDDLE EAST,
AND AFRICA**
00800 7334 2835
europe@redhat.com

ASIA PACIFIC
+65 6490 4200
apac@redhat.com

LATIN AMERICA
+54 11 4329 7300
info-latam@redhat.com