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# Streamline Sitecore XP Operations with Fusion by Dataweavers – Beckman Coulter Life Sciences

Piers Matthews & Ricardo Rego

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# Speakers



## Ricardo Rego

**Snr Leader, Commercial Operations Technology**

- Technology leader with 15+ years building and deploying DXP, Marketing Automation and Sales Enablement platforms.
- Certified Sitecore Developer since 2011!



## Piers Matthews

**CTO Dataweavers**

- Tech leader with 20+ years' experience as an Architect, CTO, Developer
- Cross-industry expertise in systems integration, agile delivery

# Who is Beckman Coulter ?

**Who is Beckman Coulter Life Sciences:**

- For more than 80 years, we have been a trusted partner for laboratory professionals, helping to advance scientific research and patient care. We have a vital role: our focus on innovation, reliability and efficiency has led us to become the partner of choice for clinical, research and industrial customers around the globe.

**Beckman Coulter Background:**

- 1935 – Beckman Instruments founded in 1935
- 1998 – Beckman Merges with Coulter Corporation to form Beckman Coulter Inc
- 2012 – Danaher acquired Beckman Counter and splits into separate Diagnostics and Life Sciences companies
- 2016 – Sitecore selected as CMS/DXP platform to support a 5-year digital transformation strategy
- Today – shared back-office ERP system but separate and independent Commercial Tech Stack for Life Sciences

# Why we picked Sitecore?

- Sitecore selected in 2016 for flexibility and robustness
- Without autonomy of our ERP or our own IT team Sitecore has served as a workhorse to maintain processes that would traditionally be owned by IT but because of the shared nature could not.

**These include:**

- PIM Integration
- Content MAPPS approval and compliance
- Ecommerce cart, discounts and punch out integrations
- Availability and Sellabilty
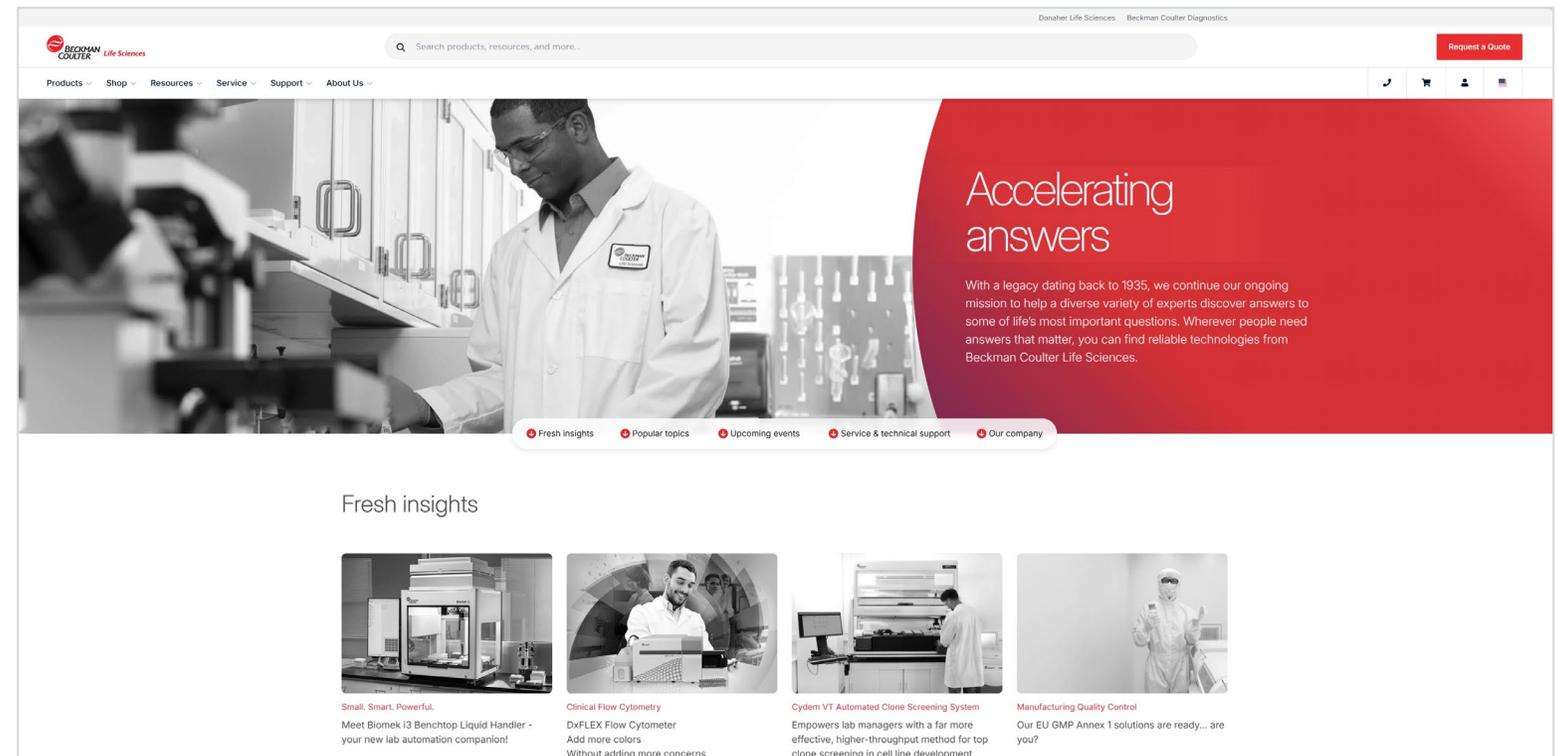
# About our Sitecore Solution Today

- Support for **35** ccTLDs, **12** ecommerce-enabled countries, **17** languages **+ 11** regional variations

- Centralized content repository supporting sites across the globe including dedicated inside China infrastructure to support our Chinese market

- Availability and sellability of products by country and

- Country-specific content versions with multiple languages

- Sitecore integration with PIM tooling

- Aggregation of technical documents from multiple systems
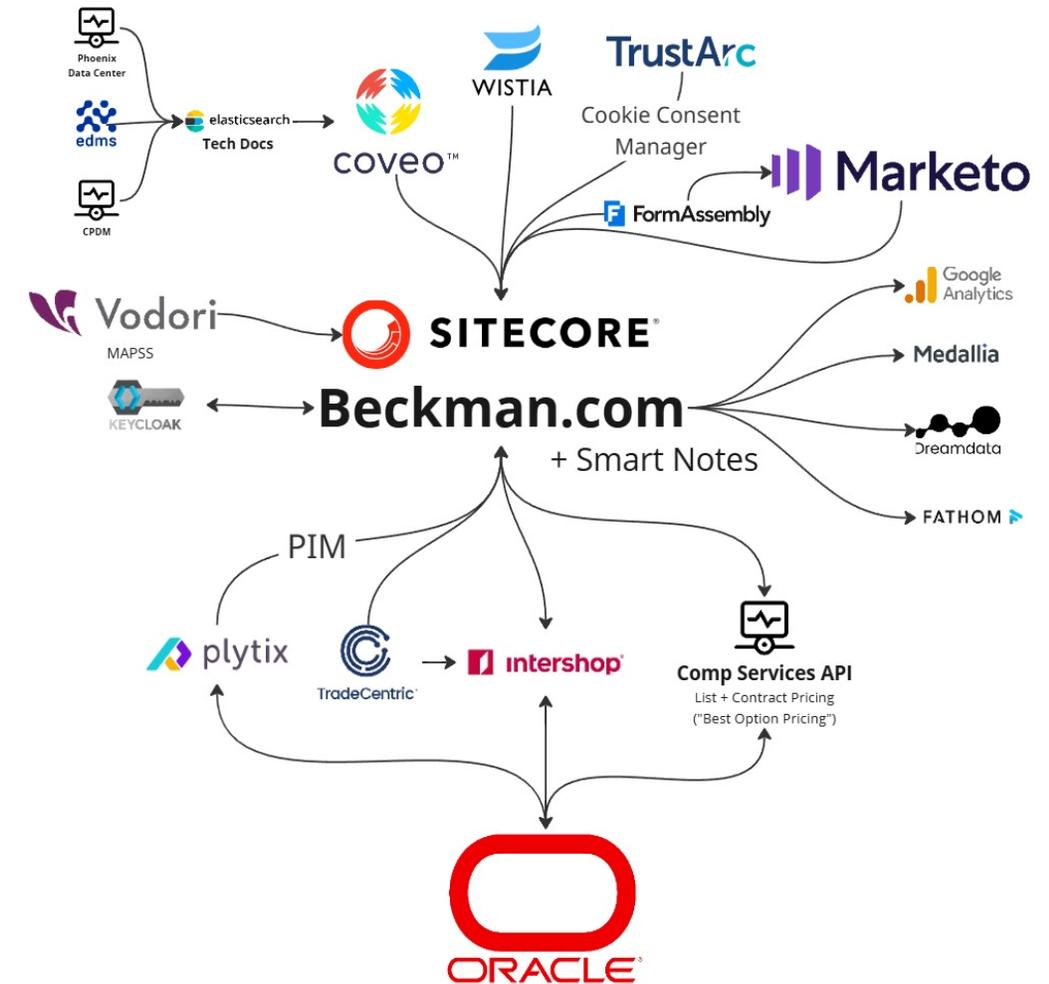
# Our Operations Challenge ~2023

**IT stretched** across enterprise priorities, limiting support for DXP

**Issues with deployment** pipeline, delays on deployments

20+ incidents of **downtime** in 2023, each over an hour

Developers handling niche infrastructure tasks & Multiple teams supporting, not daily task (specialists).

**169 days** of tech **freeze**, only 15 annual releases

**High server costs** – increased server sizes to compensate for errors and failing app pools.

Simply put  we needed a different way to deal with operations.
We spoke to Dataweavers, who introduced us to Platform Operations.

Managing a digital solution is best served when thinking about your end-to-end eco-system as a platform and treating it like a [product](product) for developers and creatives to [innovate](innovate) on

A  central multi-disciplinary team should build and support your platform.

# Goals

**RESILIENCE**

- High performance, un-interrupted "we cannot afford an outage for our customers ever"
- 99.99% > RPO = ~0; RTO= ~0
- 24x7 technical cross-functional platform support

**SPEED**

- Deploy whenever we want with no risk
- A clean rollback process
- DevOps must be maintained and SLA'd
- Site performance must be fully monitored and actively tuned

**SECURITY**

- Security monitored, managed and multi-layered
- Patched and Upgraded
- Comply with organisation & regulatory policies (GDPR, ISO27001)

Dataweavers

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# The Solution – The Platform Operations Approach
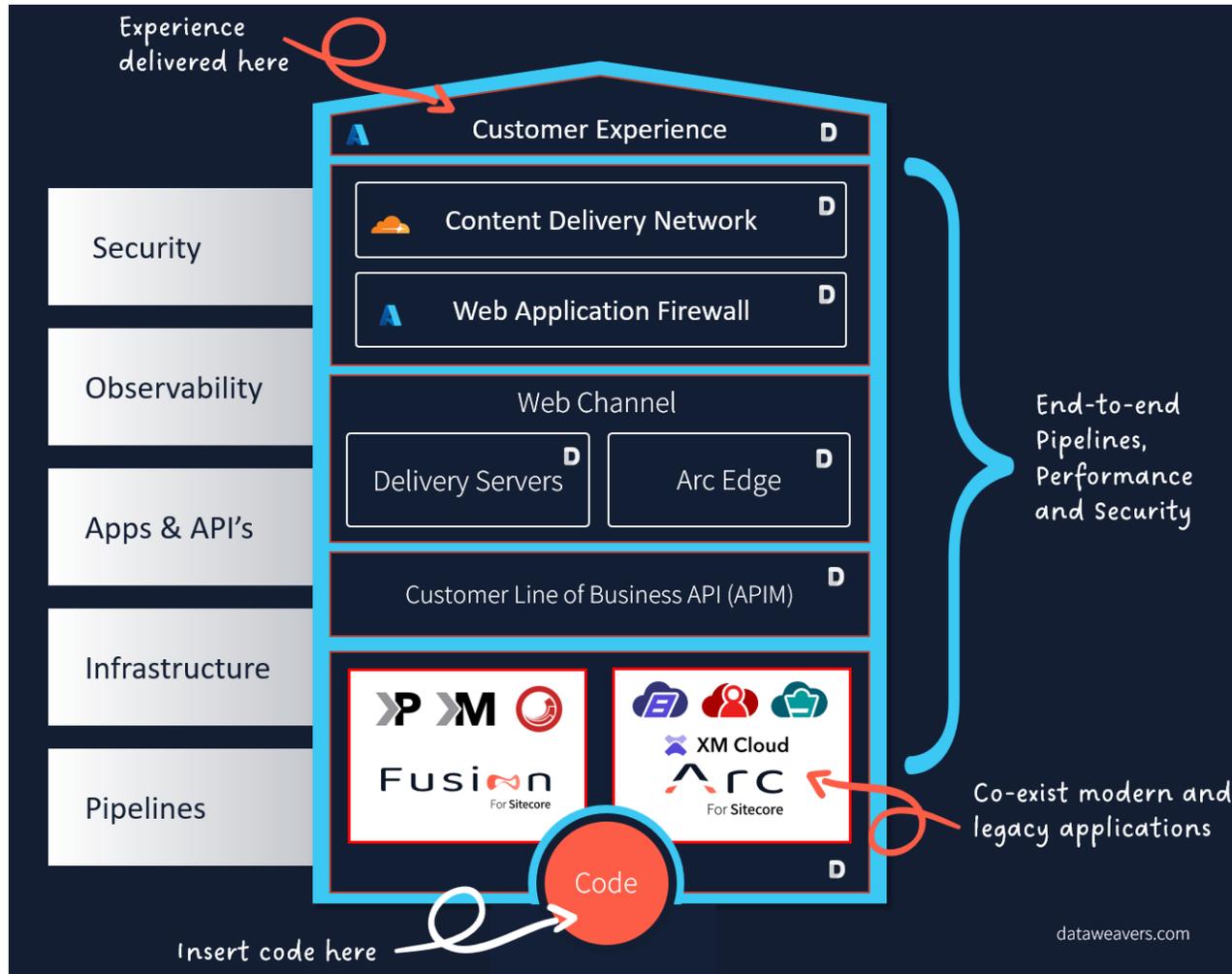


- **DevOps** is baked in, including code and quality tools, with **zero downtime** release practices.

- Components **configured and connected** through **Infrastructure as code**.

- **Multilayer security** enabled and **fully managed** through automation and specialist skills.

- **Patching and upgrades** are **codified** and do not impact BAU operations.

- **Performance management** and performance tuning embedded and ongoing.

- Abstraction of all **underlying configuration** complexity and all the **architecture ambiguity** is solved.

# Resilience is Active/Active & Proactive
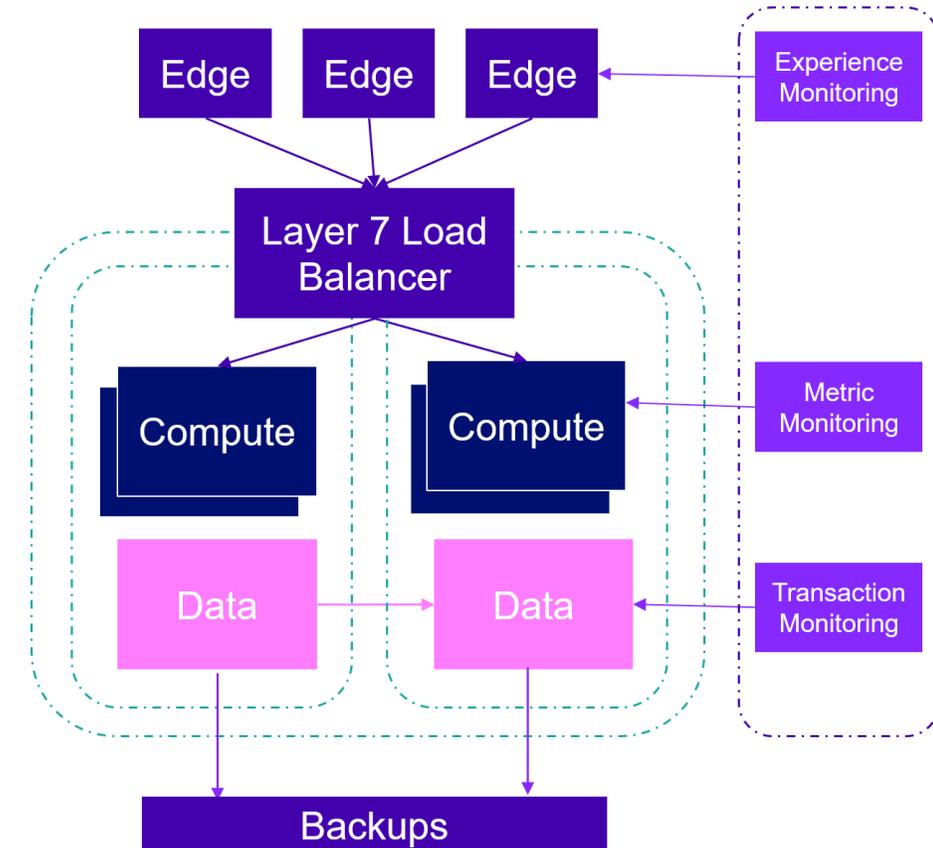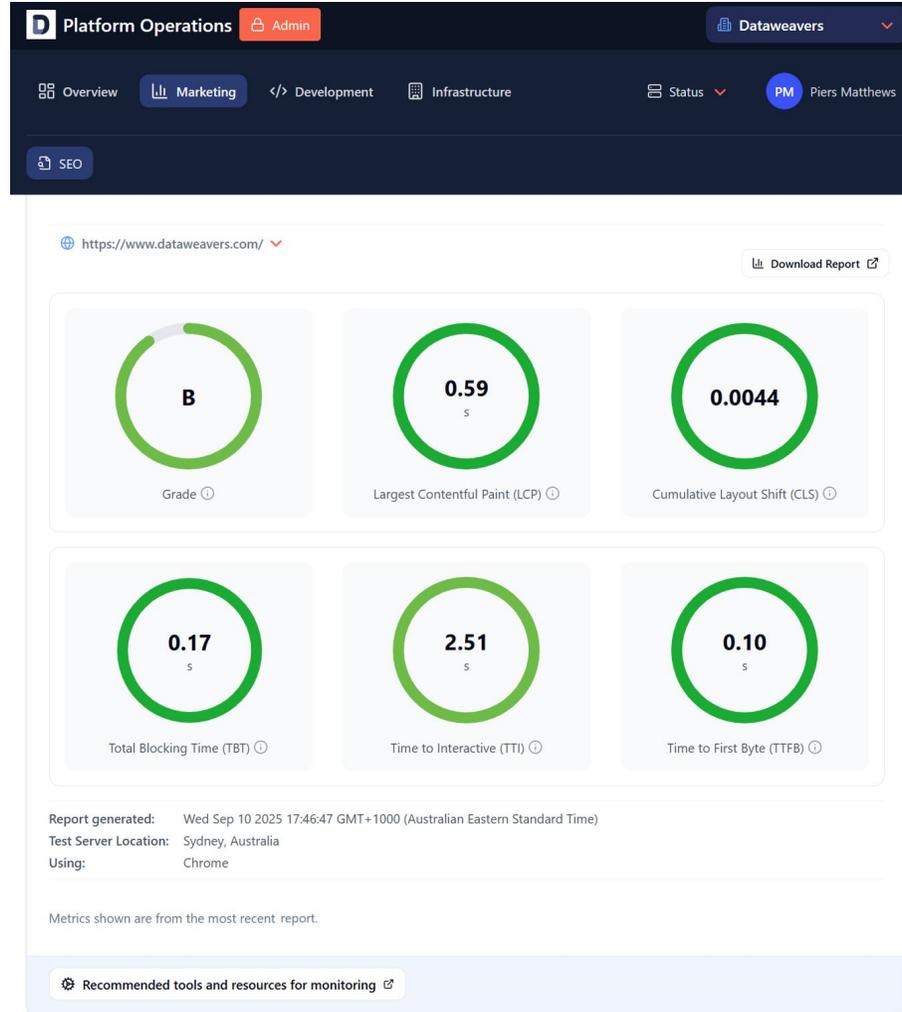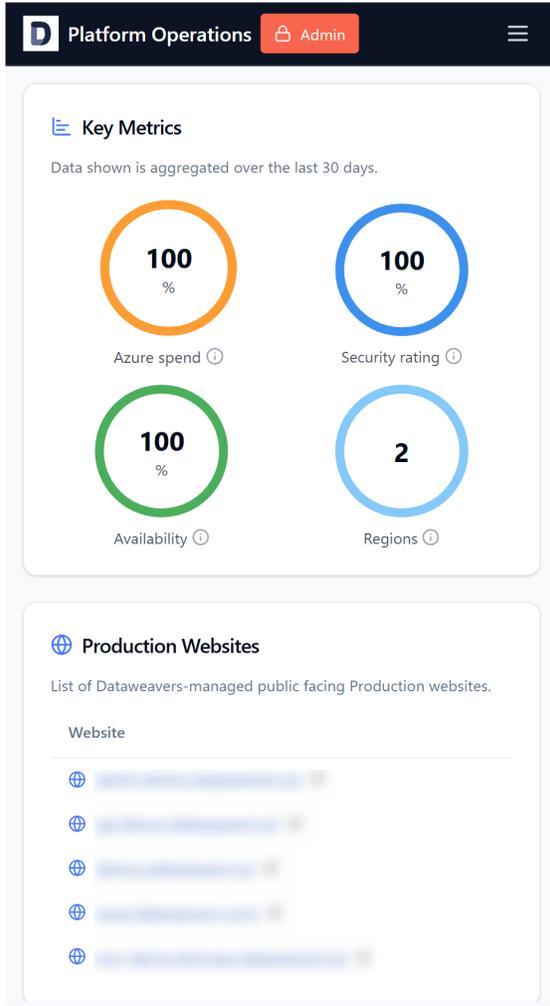
# Security In 6 Layers

- **Layer 1:** EDGE (DDOS and BoT)

- **Layer 2:** WAF (Managed Firewall)

- **Layer 3:** Network Isolation

- **Layer 4:** Always Patched and Upgraded

- **Layer 5:** Vulnerability Management

- **Layer 6:** Identity Management & RBAC

## Always on & actively managed



### Platform Operations — Admin

#### Security Features

Overview of security features protecting your environment. These are not product specific.

| | |
|---|---|
| Azure Defender for Cloud | Azure Front Door Premium |
| Azure Front Door WAF | Cloudflare DDoS Protection |
| Dataweavers VNet Bound Architecture | CMS Single Sign On |
| Automated UI Testing | Static Code Analysis |
| Dynamic Application Security Testing | Static Application Security Testing |

#### Bot Management

Detection and mitigation of automated bot traffic to your websites.

| | |
|---|---|
| Cloudflare | Azure Front Door |

### Platform Operations — Admin

#### Environment Details

Comprehensive information about your environments, including version details and support dates.

**Version Information**

Platform: Sitecore XP

Version: 10.3

**Support Timeline**

Mainstream Support Until: 31 December 2025 ⚠

Extended Support Until: 31 December 2028 ✓

**Production Environment**

Hotfix: 10.3.1

⚙ Management
  🔗 Production CM ↗

🌐 Staging and Preview
  🔗 Production Preview ↗

**Non-Production Environments**

Development ⌄

Hotfix: 10.3.2

⚙ Management
  🔗 UAT CM ↗

🌐 Staging and Preview
  🔗 UAT Preview ↗

**Dataweavers**

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# Speed Through DevOps



- Deploy with Zero Downtime and No Risk
- The entire deployment is automated
  - Deploy Code, Config and Content
  - Deploy Patches
  - Enable Vanity Testing and
  - Global Traffic Cutover
  - Segregate Regions (e.g. China)

The outcome? More frequent releases, fewer risks, and faster time to market.

# Results

Saved money on operations cost (internal vs external) and 2026 forecast significant cost savings in external resources

Doubled monthly releases

75% reduction in downtime

Developers shifted from ops to innovation

Tripled monthly feature deployments.

50% cloud hosting cost savings

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Following our realised operational savings and a renewed focus on outcomes, we can now accelerated platform evolution
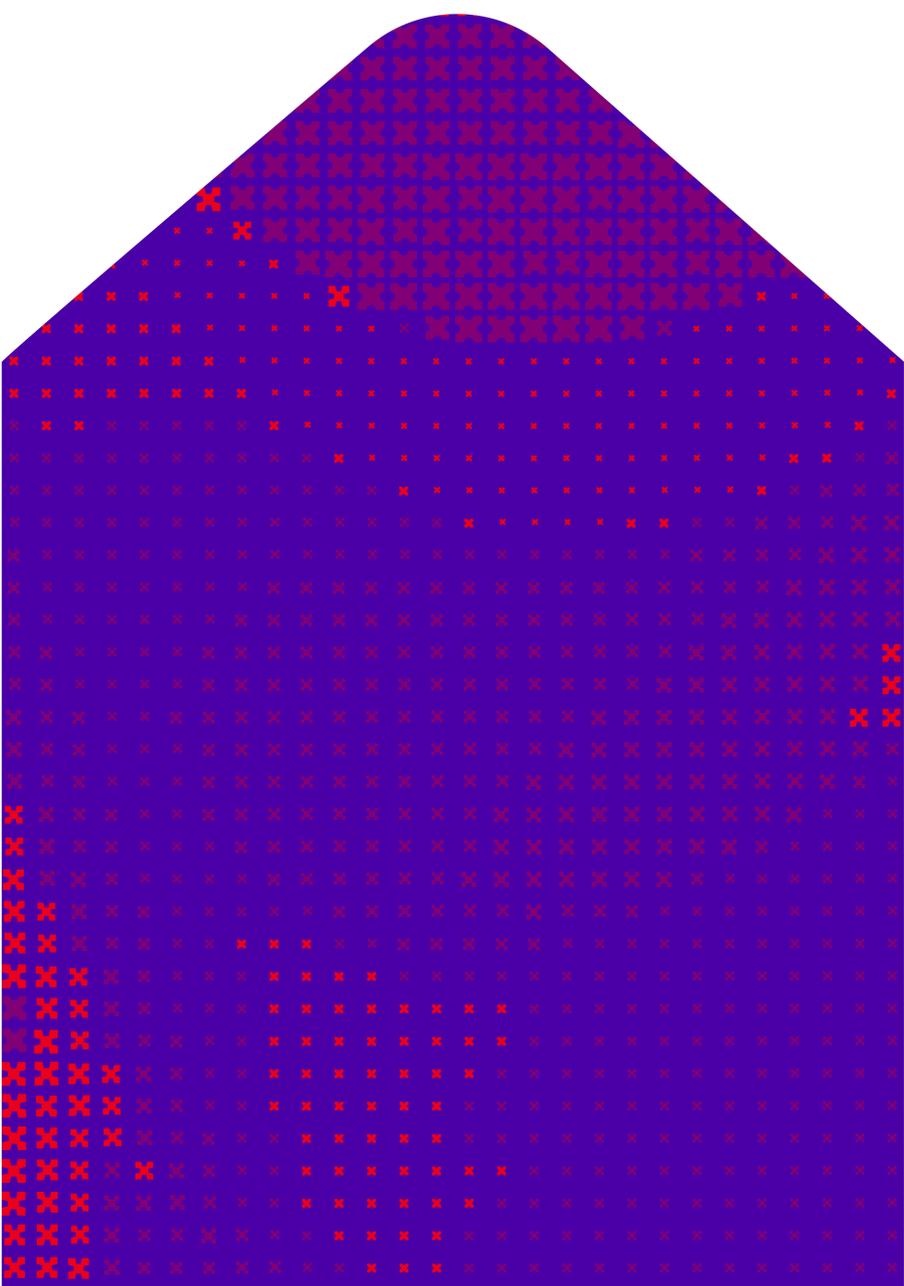
## Go Headless

- Headless and XM Cloud
- Side by Side Operations – one site at a time
- Dataweavers Arc for headless Operations
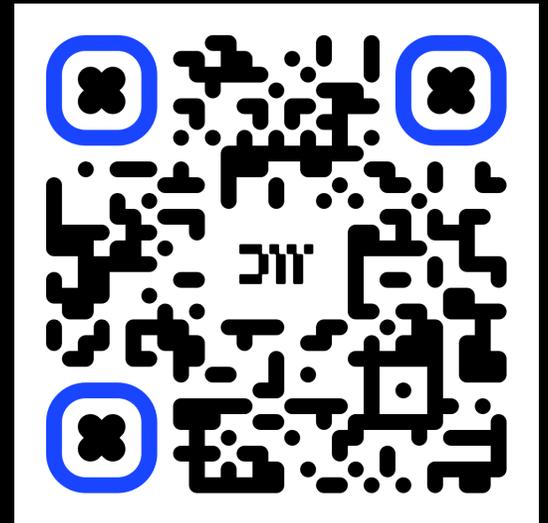
## AI Adoption

- Move AI into our Development Ecosystem
- Dataweavers Digital SRE

# Questions?

piers@dataweavers.com

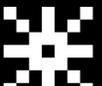Please visit us at our booth, happy to discuss any of your Platform Operations or headless journey needs.



Hit the QR Code to learn more or enter our competition draw

## Arc

In-tenant headless ops, front-end & API hosting

## Fusion

XP platform ops, DevOps, SecOps & performance

## Spark

Instant content publishing to the edge