SCALR

Scalr Customer Stories

Customer 1 (Large multi-billion dollar IT research company)

This customer had a Jenkins plus Terraform CLI workflow in place that was sufficient to get started with Terraform, but quickly found they were outgrowing the solution. They compared Scalr vs TFC and there were two mains selling points for them:

- The [Scalr hierarchy](#) resonated the most as they have many different organizations that have slight differences in workflows. They wanted a central "control plane" from the Scalr account perspective where they could control all environments from a security and compliance perspective while giving app teams autonomy at the environment level. Customer quote: "In TFC, each organization needs to be managed on its own. There is no hierarchy or inheritance in TFC"
- They purchased Vault from Hashicorp in the past and Hashicorp increased their pricing by 4x for the exact same usage in year 2. From this point forward they do not want to work with Hashicorp. [Scalr pricing](#) is public and we do not change it from customer to customer.

Customer 2 (Mid size MSP)

They use Scalr to manage all of their customer deployments. Previously they built their own internal tool, but hit a point where it was more affordable to buy than maintain themselves. They evaluated Scalr vs TFC and they went with Scalr for a few reasons:

- They saw they had influence in our product direction after opening tickets on the free tier and seeing that the features were implemented not soon after.
- Because they are an MSP, they found the Scalr hierarchy invaluable as each customer became a Scalr environment, which simplified their management of customers.
- Hashicorp terms forced them into multi-year deals as well as odd pricing where they had to pay per customer of theirs because they were an MSP. Scalr is very flexible in terms and pricing, in many cases, the customer chooses what is best for them. A quote from them: "We had been searching in the space ever since Terraform Cloud came out to replace our homegrown solution. Until SCALR showed up with the flexibility in pricing and the embrace we received for adding features to handle our use case, we could not find a reason to switch. SCALR has changed that paradigm for us and

continues to out deliver. We are extremely grateful for the partnership with SCALR that has moved us ahead in our IaC lifecycle by 1 year or more."

Customer 3 (Fortune 500 locomotive company)

They started on their Terraform path by buying Terraform Enterprise upfront as they knew they needed some sort of tool to help manage the deployments, TFE was the only tool out there at the time. TFE served the purpose and helped them expand their Terraform usage, but after a few years they switched to Scalr for the following reasons:

- The TFE pricing was 4x the [Scalr pricing](#) and they didn't feel like they were getting the same value for their money on TFE.
- They wanted to move in the [OPA](#) direction because the community was heading that way.
- Quote: Scalr has "a [flexible hierarchy](#) to meet the needs of various business models"