



BUSINESS CASE

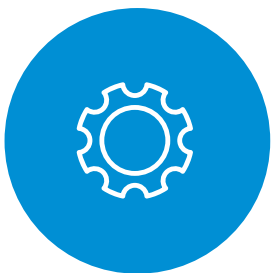
CUSTOMER SUCCESS STORY

AMAZON

Amazon is one of the world's leading multinational technology companies, with various focuses such as e-commerce, cloud computing, digital streaming, and artificial intelligence.

Founded in 1994, it started as an online marketplace for books but expanded to sell electronics, software, video games, apparel, and more. It is the world's largest online marketplace, AI assistant provider, a live-streaming platform, and cloud computing platform. Amazon is known for both its technological innovation and mass scale.

Amazon has chosen XWiki as its next generation internal Wiki platform for documentation and collaborating. It is being used by nearly 20,000 active users, mostly engineering and product teams in the company for knowledge sharing and documentation.



Sector

Online retail and internal services



Requirements

Next-generation internal wiki for collaboration/documentation



Solution

Training, support and development

1 THE PROBLEM

Context

Amazon picked XWiki after undergoing an evaluation process on other available wiki solutions found on wikimatrix.org, among which TWiki and Confluence.

The decision to choose XWiki came after careful consideration, but there were also various reasons why it was the right tool:

- it comes with latest documentation features
- it is a flexible tool and can scale to handle millions of pages
- it is extensible and can be used to build custom modifications
- it provides security and confidentiality features
- it is supported by a thriving developer community

Needs

Some of the specific features that made XWiki stand out to Amazon were:

- easy to use WYSIWYG and source editor
- a vast array of templates and macros
- comments and annotations
- image uploads by drag and drop
- permissions and tagging

2 THE SOLUTION

Amazon consulted the XWiki SAS team for providing guidance and expert architecture reviews to build custom components in XWiki. Amazon found XWiki's source code to be well organized, tested for quality and modularized, enabling Amazon's engineers to build customized solutions such as integrating the platform with AWS services like EC2, S3 and RDS.

The XWiki SAS team helped train Amazon engineers through a series of both on-site and virtual training sessions to learn best practices to successfully build on the platform. In particular, the XWiki SAS team helped Amazon design solutions which would continue to be compatible with future platform versions. Besides providing training support, the XWiki SAS team also offered operations support in resolving critical issues within few hours or, at most, a few days.

We're very happy to count Amazon as an XWiki user, validating all the efforts spent on making XWiki an open and performant platform that can be adapted to any use case.

Sponsored features

Amazon also sponsored the XWiki SAS team to build certain required features that were not available in the default version of the platform. The team worked with the developer community to integrate the required features into the platform for both the benefit of all XWiki users and Amazon's.

XWiki delivered the following features under tight timelines and on schedule, enabling Amazon to successfully launch the platform to its employees:

- hierarchical pages and permissions
- scripting permissions
- CKEditor integration to provide the best WYSIWYG editing experience

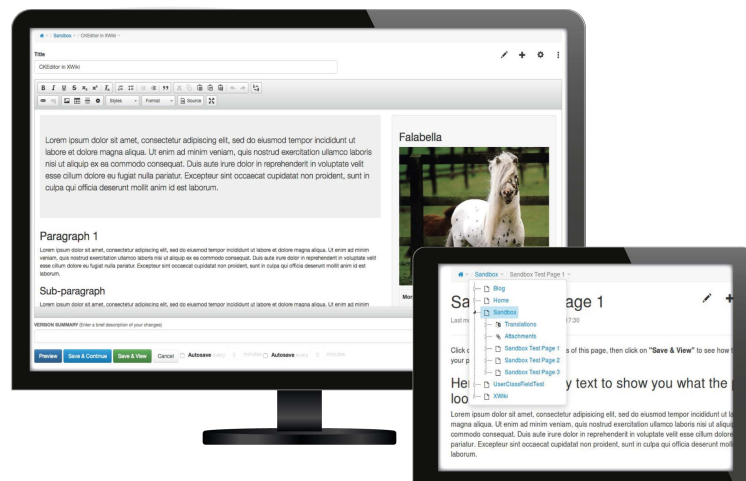
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THE RESULTS

20000+

Users

Collaborating easier and
faster through XWiki



At Amazon, we have been using wikis for many years. Wikis stimulate collaboration and sharing of information across teams and avoid information from getting lost in long email threads or file servers. We selected XWiki for its latest documentation features, its capacity to handle millions of pages, its capabilities to build custom modifications and its thriving developer community.

- Engineering manager of Amazon's Wiki

ABOUT XWIKI SAS

XWiki SAS is the company that provides solutions and services on top of the **100% OPEN SOURCE XWIKI PROJECT**.

With **15 YEARS OF EXPERIENCE** on the professional collaborative solutions market and more than **30 000 DOWNLOADS PER MONTH**, XWiki SAS has developed over **500 PROJECTS** all over the world.

A skilled team works with you on your project from start to finish, trains both your technical & business users and provides you with hosting & technical support services.

THEY TRUST US

"[...] We selected XWiki for its latest documentation features, its capacity to handle millions of pages, it's capabilities to build custom modifications and its thriving developer community."

- Engineering manager, **Amazon**

"Thanks to XWiki we have moved from a complex and hard to follow process to manage the Guidelines documents to a controlled online environment allowing to reduce the time spent and increase the quality of the documents provided to each country."

- Marc Noujaim - Senior IT Project Manager, **SCOR**

"Thanks to XWiki, our clients benefit from an up-to-date documentation of our products, everywhere in the world."

- Philippe Franck - Product Director, **EasyVista**

"Said it before, XWiki is awesome & so is the support."

- Patrick Masson - General Manager, **Open Source Initiative**



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OUR SERVICES



CONSULTING



DATA IMPORTS



DEVELOPMENT



HOSTING



SUPPORT



TRAINING