

DuploCloud x CXAI

CXAI consolidated a fragmented multi-cloud environment onto Google Cloud, achieved SOC 2 Type 1, Type 2, and ISO 27001 certifications, and now supports 15 enterprise client environments for significantly less than a traditional in-house DevOps operation.

Overview

CXAI is a global workplace tech company powering an AI-driven enterprise SaaS platform. Their services span desk and room booking, digital mapping, analytics, and agentic AI engagement for Fortune 1000 companies across financial services, technology, healthcare, and media.

As they grew through product expansion and client acquisitions, their cloud infrastructure sprawled across GCP, AWS, and Azure. With that complexity came compliance obligations and operational risk their existing team couldn't manage alone. In April 2025, CXAI engaged DuploCloud to consolidate everything onto Google Cloud and bring it under control.



Challenges

Years of acquisitions had left CXAI with a fragmented multi-cloud environment, no unified management layer, and a DevOps team operating entirely in reactive mode. As an enterprise SaaS provider serving Fortune 500 clients, the consequences of falling behind were significant: a single customer-impacting outage risked contract loss, while compliance gaps threatened their ability to win and retain enterprise deals entirely.

Multi-cloud sprawl without unified management

Operating across GCP, AWS, and Azure simultaneously made deployments inconsistent and impossible to repeat at scale. Each new client environment added configuration complexity, increasing the risk of costly errors with every onboarding.

Compliance certifications with no clear path

Enterprise clients required SOC 2 and ISO 27001 certifications as a condition of doing business. Without audit-ready controls, CXAI risked stalled deals and being disqualified from competitive opportunities.

Poor observability across client tenants

With no consolidated view of system health, teams responded to customer complaints rather than preventing them. Every undetected incident was a potential SLA breach and a threat to client trust.

Solution

CXAI chose DuploCloud for its combination of compliance frameworks built in from day one and hands-on DevSecOps expertise. Rather than constructing a security posture from scratch, CXAI built on DuploCloud's pre-configured controls and moved straight into migration work.

At the center of the engagement was a full consolidation onto Google Cloud, making this one of DuploCloud's first complete multi-cloud-to-GCP migrations. DuploCloud led a phased migration from GCP Cloud Run and Azure to GKE, Google's managed container platform that provides greater visibility, tunability, and portability than Cloud Run's serverless model.

All eight enterprise client environments, including Adobe, Warner Brothers, and PepsiCo, were migrated to a single, standardized GKE platform managed entirely through DuploCloud, replacing what had been a sprawling mix of GCP, AWS, and Azure configurations.

Running in parallel, DuploCloud automated SOC 2 and ISO 27001 controls, deployed SIEM and network IDS security tooling, and stood up a centralized observability architecture across all client tenants.

- **Phase 1 : April–May 2025**
- **Phase 2 : May–September 2025**
- **Phase 3 : October 2025–ongoing**

Platform onboarding and CI/CD assessment on Google Cloud

Security enablement, penetration testing, and compliance

GKE migration across enterprise client environments; AWS and Azure fully consolidated onto GCP

"It's more of a turnkey closed box now. We can make a request, like adding services to a Kubernetes Terraform, and Duplo's team handles it. Our engineers don't have to write deployments. They can focus on development and trust the DevOps side to manage the complex, repeatable processes."

Frank Hallett,
Sr. Director of Engineering, CXAI

Outcome

The migration to Google Cloud completed without customer-impacting outages, with SOC 2 Type 1, Type 2, and ISO 27001 certifications achieved along the way. What had been a sprawling mix of GCP, AWS, and Azure is now a single standardized platform running on DuploCloud-managed GKE.

CXAI's team shifted from reactive firefighting to a proactive operating model supported by a single unified dashboard, giving every team member, including non-technical staff, an immediate read on customer environment health.

Where managing 15 enterprise clients once would have required a consistently multiplying DevOps headcount, DuploCloud's platform efficiency delivered the infrastructure support their existing teams needed to maintain operations without fear of burnout or looming hiring sprees.

Key results

3 Certifications

SOC 2 Type 1, SOC 2 Type 2, and ISO 27001 (2022) achieved during the engagement

15 Client Environments

Supported under DuploCloud for a fraction of the cost of dedicated DevOps resources

1 Unified Platform

Fragmented GCP, AWS, and Azure fully consolidated onto DuploCloud-managed GKE on Google Cloud

Reactive to Proactive

Shifted from reactive support to proactive 24/7 monitoring

About CXAI

CXAI provides AI-driven workplace experience solutions to Fortune 1000 enterprises, unifying desk booking, digital mapping, analytics, and agentic AI engagement into a single employee experience platform.

About DuploCloud

DuploCloud is an AI-powered DevOps platform that helps teams build, secure, and manage cloud infrastructure faster with automation and agentic workflows that reduce complexity and boost velocity.

