



CUSTOMER SUCCESS STORIES

KATIM Partners with EDB to Expand Communication Security Solutions for Governments and Enterprises



The logo for KATIM, featuring the word "KATIM" in a bold, black, sans-serif font. A small red horizontal bar is positioned above the letter "I".

CUSTOMER: KATIM

EDB customer since June 2023

Iyad Shekha
Technology Director
KATIM

CHALLENGE: KATIM needed to upgrade communication security infrastructure from self-service PostgreSQL to a scalable, enterprise-grade solution for evolving business and client needs.

EDB SOLUTIONS: [EDB Postgres Extended Server](#), [EDB Postgres for Kubernetes](#)

RESULTS: By adding enterprise-grade high availability, scalability, and support to Postgres®, EnterpriseDB (EDB) has enabled KATIM to meet its customer experience and expansion goals.



OVERVIEW

Fortifying global communications in the cyber age

In an era of frequent data breaches, malware attacks, ransomware, and data theft, safeguarding communications has become a top priority for governments and enterprises worldwide. As a key part of the EDGE Space & Cyber Technologies group, KATIM is a leader in developing advanced secure communication solutions for governments and enterprises, safeguarding the UAE and global communities. KATIM's state-of-the-art network encryptors, mobile devices, applications, satellite modems, and other products and services are specifically designed to address the evolving challenges in enterprise security, enabling customers to operate in a trusted environment that protects both users and infrastructure.



Designing future-focused products and applications requires a future-focused database. While KATIM used open source, self-service PostgreSQL in its old tech stack, the company wasn't experiencing the full scalability and support needed for its newest application.

KATIM's backend systems were designed to use Postgres, and the technical team realized that a Postgres enterprise solution could provide long-term stability. Plus, they knew they wanted expert guidance and proactive issue resolution to help them scale. Because the team used the Kubernetes open source system to manage the containerized application, the solution they chose would need to have a mature Kubernetes operator.



“The reason that we went for EDB is because we were looking for enterprise-level high availability, scalability, and support.”

Iyad Shekha
Technology Director
KATIM



High availability, higher ambitions: A database transformation

KATIM explored the options available in its region. The engineering team conducted proofs of concept and, following discussions with the technical team, concluded that EDB Postgres was the ideal solution for their environment. EDB’s strong local and global presence, Postgres expertise, and EDB CloudNativePG Cluster made EDB a natural choice.

Positive customer reviews further solidified this decision. Iyad Shekha, technology director at KATIM, notes, “The positive testimony of existing EDB customers, who highlighted reliability and performance, played a significant role in our decision-making process.”

Why it pays to shift mindsets

While it took time to allocate funds, get buy-in from business decision-makers, and connect EDB to the tech stack, Shekha says the toughest challenge was shifting the mindset of KATIM’s database administrators, who primarily used databases on virtual machines.

“The DBAs had to be persuaded to use their database as part of the Kubernetes cluster,” says Shekha. “But if you ask our technical team now, they’re very happy that we went through this transition.”

Today, EDB CloudNativePG Cluster is powering seamless database operations within KATIM’s Kubernetes environment. In addition, the added stability, enhanced compatibility, increased performance, and expert support KATIM is receiving from EDB is helping the company meet its operational goals more efficiently.

Increasing ROI through customer satisfaction

Cost-effectiveness is crucial for evaluating ROI, but there's another metric that KATIM values even more. "The primary measure of ROI for us is enhanced customer satisfaction, as delivering a seamless and reliable experience to our clients is our top priority," says Shekha.

And because KATIM's clients are happy with the highly stable production environments, self-healing capabilities, and reduced maintenance needs offered through EDB Postgres, KATIM has achieved the outcome it was looking for.

Pioneering the future with AI

AI has created numerous opportunities for companies such as KATIM. By integrating AI and machine learning into its design and operational strategies, KATIM aims to deliver even better customer experiences. This means prioritizing automation, predictive analytics, and data-driven decision-making to enhance scalability and responsiveness. The team is also focused on designing systems with greater flexibility to ensure that they can adapt to ongoing AI advancements.

As a data and AI platform, EDB Postgres AI enables organizations to harness the full power of Postgres across transactional, analytical, and AI workloads, without the need for operationally expensive and slow data pipelines. This intelligent solution extends enterprise-grade Postgres with native AI vector processing, an analytics lakehouse, and a unified platform for observability and hybrid data management.





EDB provides a data and AI platform that enables organizations to harness the full power of Postgres for transactional, analytical, and AI workloads across any cloud, any time. For more information, visit www.enterprisedb.com.

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A partnership that works both ways

The collaboration between KATIM and EDB has benefited both companies, since KATIM contributes to EDB's Postgres documentation and is a strong advocate for EDB. "We look at our relationship with EDB as more of a partnership, since EDB is one of the solid parts of our tech stack. So it's important for us that we work together," says Shekha.

KATIM is delivering secure communication solutions to customers worldwide, ensuring unparalleled protection and trust beyond the Middle East. EDB Postgres plays an important role in supporting the company's global vision.

"The auto-healing capabilities, advanced tools, and seamless integration with Kubernetes make it easier for us to scale," says Shekha. "And at the same time, the testimonies and successes of our customers are enabling us to expand our products and develop communications solutions for the future."