



How One Business Freed Their IT

ELIMINATING THE BUSY WORK AND ENABLING IT STAFF TO FOCUS ON INNOVATION, GROWTH, AND PROFITABILITY

SUMMARY

A Canadian enterprise business (the Enterprise) submitted an RFP for outsourcing IT management of their call centre and ERP applications. TeraGo Networks, Inc. (TeraGo) responded to their bid for outsourcing and for meeting Disaster Recovery (DR) requirements with a cloud-based solution. TeraGo was able to offer systems that integrated with the Enterprise's existing infrastructure, as well as a payment plan that fit the business's budget.

CUSTOMER

The Enterprise is a Canadian power utility headquartered in Calgary, Alberta. Their profitability and customer satisfaction is highly dependent on reliable IT.

SITUATION ANALYSIS

After performing an internal financial analysis, the Enterprise determined they could find cost savings by outsourcing IT. Their internal IT team is highly skilled, but the burden of building and maintaining the system infrastructure prevented them from innovating and delivering higher value, business-enabling IT projects.

BUSINESS ISSUES

In order to meet their DR needs, the Enterprise needed the following requirements for their infrastructure:

1 Cost Containment: DR services needed to fit the Enterprise's IT spending model, with cost being proportional to project size and requiring no additional investment in staff or training

2 Simple Transition: the Enterprise needed to maintain their existing infrastructure and easily integrate cloud solutions to minimize any downtime during the transition



INITIAL ENVIRONMENT

The Enterprise's existing infrastructure consisted of Genesys and SAP applications that were running on the VMware vSphere operating system. Their on-site FlexPod environment held their data and applications, which would need to be compatible with the end cloud-based solution in order to fully capitalize on the value of DR. The Enterprise also had the means to utilize local WAN connectivity to unify their systems.

SOLUTIONS

TeraGo was able to successfully provide the following solutions to meet the Enterprise's requirements:

1: Compatible Payment Structure

The Enterprise found that TeraGo's "pay as you grow" pricing model was much more flexible than what competitors offered. The model lowers startup costs, maximizes identified cost savings, and improves the overall ROI for customers. The structure is ideal for customers breaking into enterprise cloud services, and thus was a great fit for this Canadian power utility.

2: System Compatibility

TeraGo's RackForce cloud uses the same VMware vSphere operating system that the Enterprise had been working with. As a result, they could freely move their workloads between their FlexPod environment and TeraGo's cloud without any reduction in performance when using the standby site.

There was no need to change existing processes and tools, meaning that the Enterprise personnel required no additional training or skill investment, either. Additionally, the Enterprise could provide the WAN connectivity through its local presence at a competitive price.

HOW WOULD THE **COMPETITION** DO IT?

The Enterprise explored several potential partnerships for cloud services, including Amazon Web Services (AWS). AWS's product would require the Enterprise to migrate applications to the cloud using portable data storage devices – a time consuming and expensive process. The Enterprise also would have had to purchase a separate, more expensive third-party contract for WAN connectivity in order to use AWS services.

RESULTS

After a presentation from a high-level TeraGo executive to the Enterprise's VP of IT, the Enterprise was impressed by TeraGo's long-term vision for supporting them into the future as a close partner. From their options, the Enterprise determined TeraGo's cloud was the best fit for its flexibility, cost-effectiveness, and their dedication to supporting the Enterprise into the future. The Enterprise made the decision to utilize TeraGo's VMware-based DR solution, and has since implemented DR cloud solutions around additional business critical applications.

