



sky data vault

SDV Infrastructure as a Service Allows for Seamless Office Transition



The Customer

Software company providing billing and customer care software for more than 30 years.



The Situation

The Customer had lost a member of their IT Staff amid planning an office move. Rather than replace headcount and hardware, the Customer wanted to explore transitioning from on-premises servers to either public or private cloud options. They also wanted to explore options for backup and disaster recovery to replace their current tape backups. With the existing service, recovery times in the event of a system outage, server failure, ransomware impact, or hardware malfunction was estimated between 10-14 business days. Once the necessary parts and equipment were obtained, navigating a successful recovery meant the time and effort of the Customer's IT Staff, stretching resources thin.

Additionally, the Customer projected quadruple growth in the next two years and understood moving their infrastructure to the cloud would enable them to scale their resources as needed without adding additional workloads to the IT team's already full workload.



The Solution

The Customer turned to their trusted IT Partner who knew to immediately engage with Sky Data Vault (SDV) to address the Customer requirements and business challenges. SDV reviewed the Customer's situation and worked to provide tailored solutions to allow for scalability as the company grows as well as reduce risk and facilitate system recovery. After discussing industry standards and marketplace options, SDV and the Customer identified effective solutions at costs that fit within the Customer's budget.



The Solution cont'd

The services that best addressed the Customer's objectives were SDV's fully managed Infrastructure as a Service (IaaS) with Disaster Recovery as a Service (DRaaS). The Customer's production environment is now housed in the secure SDV private cloud and supported by DRaaS – a fully managed cloud DR service which includes Backup as a Service (BaaS) and Disaster Recovery as a Service (DRaaS) for one simple monthly fee. These services allowed the customer to focus on their core mission as an organization while having a fully managed infrastructure and their data protected with support by SDV.

Within two weeks, a new cloud environment was created for the Customer's infrastructure along with the uploading of all the Customer's data, software, and systems; all completed with no interruption to the Customer's business, employees, or clients. This new cloud-based infrastructure allows the Customer to add resources as needed to the servers running their mission critical applications.



Customer Outcomes

- The Customer's infrastructure is hosted in a secure private cloud, allowing them to focus on the core mission of the organization.
- A flexible and scalable infrastructure and data protection service is available without adding additional workloads to the IT Team's already full workload.
- Transition from CapEx to OpEx model, enhancing financial agility and predictability.
- Mission critical files and folders are recoverable from a cloud environment quickly and with no egress fees and protected servers are recoverable within 30 minutes.
- Annual cloud recoverability tests are available to verify services are functioning properly at ZERO cost to the Customer.



Partner Outcomes

- Strengthened customer relationship, positioning for continued collaboration during the Customer's growth phase.
- Demonstrated value through collaborative problem solving and introduction to a unique solution provider who was able to solve the Customer's existing IT challenges with a customer-focused approach at an affordable cost.
- SDV's seamless, white-glove implementation and simplified management showcased the partner's commitment to delivering innovative solutions.