

“CloudSAFE ITaaS has allowed us to remain focused on strategic initiatives”
- Client CFO

Headaches
Relieved

Solution Benefits

- **Work from anywhere, with any device connected to the internet**
- **24/7/365 technical support**
- **Proactive system monitoring and management**
- **Proactive infrastructure recommendations**
- **Proactive patch management of all desktops and servers**
- **Anti-Virus / Anti-Malware with 0 day update**
- **Next Generation Unified Thread Management (UTM)**
- **Data Backup and Recovery with 4 hour RPO and 6 months data retention**
- **All company data resides in Tier III U.S. based data centers**

CloudSAFE Success Story

CloudSAFE ITaaS Removes Day-to-Day Headache of Traditional IT

THE PROBLEM

A client had approximately 220 users across six campuses in Southeast Michigan that used Citrix Metaframe XP and Microsoft Terminal Server to access their applications and data. IT responsibilities fell squarely on the shoulders of the CFO who hired a local managed services provider to perform remote management and monitoring, IT project implementation services and break / fix support for their IT infrastructure, which consisted of an entire rack of aged servers and two T1 lines.

The client was suffering from a myriad of facility, network, and application delivery problems, including network connectivity interruptions, power failures, data backup failures, Citrix XenApp roaming profile issues, unstable printing, published applications and desktops, poor overall system reliability, and a rigid, inflexible IT infrastructure.

The client had reached its breaking point, and recognized the risk that the aging and dysfunctional IT infrastructure posed for the organization and its customers. They knew that time was of the essence to implement a new, robust solution that would provide them with the scalability, agility and stability to focus on their mission.

THE SOLUTION

The client chose to implement CloudSAFE ITaaS private cloud solution.

“Outsourcing our entire IT infrastructure sounded like a great idea, but I was a little nervous. CloudSAFE made me feel very comfortable with its conservative approach.” said their CFO. “CloudSAFE has allowed us to remain focused on strategic initiatives rather than being consumed with the day-to-day headache of keeping our IT infrastructure up and running.”

CloudSAFE ITaaS has provided the client the resources and IT support that the organization needs to succeed with a predictable operational expense model by transforming their IT into a consumption based utility service.



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CloudSAFE Success Story

Advancements and Enhancements

CloudSAFE ITaaS keeps the client's IT infrastructure up-to-date allowing for them to continuously adapt and implement new technology, features and functions to deliver agility, reliability and performance to the end users.

When the client opened a new campus, they simply contacted CloudSAFE who readied the systems to accommodate the new site and user base. "I simply contacted CloudSAFE to advise them of our plans to open a new campus, and they immediately began working with me to ensure a solid IT plan was in place. From there, CloudSAFE took care of everything from the IT standpoint – the firewalls, network connection, thin clients, user setup and more", said their IT Director. "CloudSAFE ITaaS really raised the bar for our users' expectations. I don't know how I would be able to deliver on those expectations without it."

Current Environment

The client's IT environment supports 700+ employees with 450+ IT users. They use 200+ WYSE Thin Clients and 75+ PCs/Laptops.

