

"Our IT went from a nightmare to a delight, overnight!"
- Client Founder and President

IT Infrastructure
Predictable

Solution Benefits

- **Work from anywhere, with any device connected to the internet**
- **24/7/365 technical support**
- **Proactive system monitoring and management**
- **Proactive patch management of all desktops and servers**
- **Anti-Virus / Anti-Malware with 0 day update**
- **Next Generation Unified Threat 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 Provides Predictable Support that Passed Expectations

THE PROBLEM

The client had a peer-to-peer networking environment consisting of 25 outdated desktops with no centralized storage, management, comprehensive data protection or network security. Their annual operations budget would not afford them the luxury to hire a full-time IT Manager, and they did not have the capital budget for a traditional IT refresh. As a result, the client suffered from multiple issues affecting employee productivity, business growth, and customer service.

"Sometimes, it got so bad that our business operations were interrupted for an entire day or more", said the client founder and president. The client turned to UltraLevel for help.

THE SOLUTION

UltraLevel used CloudSAFE IT as a Service which gave the client access to a predictable pay-for-use virtual enterprise IT infrastructure with advanced technology, streamlined application availability, centralized IT management, comprehensive data protection, and more - all without the capital expense of purchasing expensive servers, storage and desktops. The predictable CloudSAFE IT service model allowed the client to invest in an updated LOB Application it needed to expand its business, improve efficiency and increase customer satisfaction. The client's employees are now able to work remotely with secure access to 100% of the company's data, applications, and assets.

"CloudSAFE IT really saved our business. I'm not sure what else we could have done at that time with the budget we had", said the client founder. "CloudSAFE IT surpassed our expectations at a price within budget and in a monthly expense model that matches our revenue model."

"I love the predictable monthly expense model. It makes it so easy for me to budget dollars when I don't have that question mark expense looming over my head."



CloudSAFE Success Story

Advancements and Enhancements

CloudSAFE ITaaS has kept the client up-to-date as they have continuously adapted and implemented new technology, features and functions to deliver agility, reliability and performance to the end users.

With the flexibility offered by CloudSAFE ITaaS, the client is not confined to a box or straddled with IT capital expenses or debt. This flexibility allowed the client to quickly expand when they were awarded a very large contract that required them to nearly double their staff within 60 days.

“All I had to do was to contact CloudSAFE and advise them of our business expansion plans, and as we brought on new staff members, CloudSAFE ‘turned on’ the user accounts – it was very easy for me, and allowed me to focus all my energy on my business – not the technology”, said the client’s founder.

