

CASE STUDY



Consulting company achieves greater efficiency, clarity, and insights

ORGANIZATION:

Consulting company KCIC partners with corporations across verticals like manufacturing, chemicals, and pharmaceuticals that are at higher risk of complex product liabilities, such as mass tort. Offering consulting, platform-related services, and custom solutions, KCIC blends leading-edge technology and deep consulting expertise to help their clients achieve greater efficiency, clarity, and insights.

CHALLENGE:

Finding an MSP that offers management of AWS or Microsoft Azure

SOLUTION:

Managed Microsoft Azure Services



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AWS/AZURE CONSULTATION

THE CHALLENGE

With an already impressive portfolio of clients, KCIC was experiencing an influx of new opportunities from companies looking for help with complex technology and security requirements. KCIC's current cloud vendor couldn't offer the flexibility to add additional security on top of basic industry standards, so the team decided to look for a new partner.

Meeting all the security needs of their customers was only one part of the equation, though. KCIC was also seeking a robust and growth minded solution. AWS and Microsoft Azure met those needs, but KCIC was struggling to find a managed service providers (MSP) for those solutions. That is, until KCIC spoke with Datapipe.

ENTER DATAPIPE

KCIC places a lot of value on relationships. It wasn't a matter of simply finding a vendor, but rather, a partner. The company was ready to move forward and expand their offerings, and needed a trusted and committed guide to help them get there.

"We liked everyone we met at Datapipe," said Carrie Scott, Vice President, KCIC. "It was important that

the people we talked to weren't just paying us lip service. We need people who know what they're doing. Datapipe is willing to tell us when we're wrong and offer solutions. That's valuable in a partner."

In order to meet new and additional demands and expand services, KCIC decided to utilize Microsoft Azure and partner with Datapipe as their MSP. Prior to Datapipe, they had been using semi-private hosting – their previous partner had its own private network within a larger data center it didn't own. When KCIC was ready to make the change, they weren't simply switching to Datapipe, they were moving their entire technology setup to the cloud. For example, as part of a comprehensive cloud strategy, KCIC transferred their email system from Google Applications to Microsoft Office 365 – and, with Datapipe's assistance, it was a smooth and fast transition. KCIC migrated not just their email, but also their entire IT infrastructure to their new environment within a month.

OPERATIONAL IMPACT

Since migrating to Datapipe's managed Microsoft Azure solutions, KCIC has implemented advanced security and disaster recovery solutions, high availability for all priority systems, including Microsoft SQL Enterprise availability groups, and added the ability to scale the environment almost immediately. In addition to that, KCIC has seen improved response time and reduced operating costs by approximately 10 percent.

"While we all like the cost savings," said Dan Snyder, Operations Manager, KCIC. "Adding higher redundant systems, stronger security and encryption and the ability to grow the environment almost instantly has put KCIC in a strong position that we didn't have in our old environment. That was important to me and made a huge difference" - it has allowed them to increase both performance and the uptime of their custom web portals.

Ultimately, KCIC has optimized their IT organization, adding functionality improvements and redundancies while reducing overhead costs. They've expanded within both their production and disaster recovery (DR) environments. Knowing their critical business functions can keep running smoothly in case a disruption occurs is reassuring to the KCIC team.

"The new environments Datapipe helped us build have saved our clients from downtime," added Scott.

"When we do experience hiccups, we call Datapipe, we know they're on it, and we know they are pushing to resolve our issues as fast as possible. It has been a huge help and gives us real peace of mind. Our clients have absolutely noticed the difference without noticing any of our internal changes."

Once KCIC has settled into their new operational groove, they plan to expand even further, focusing on streamlining their efforts and utilizing new Microsoft Azure features to continue to improve performance and stability of their custom web portals. Throughout it all, KCIC plans to count on Datapipe for support in achieving the best for their customers.

DATAPIPE

A next generation MSP, Datapipe is recognized as the pioneer of managed services for public cloud platforms. Datapipe has unique expertise in architecting, migrating, managing and securing public cloud, private cloud, hybrid IT and traditional IT around the globe. The world's most trusted brands partner with Datapipe to optimize mission-critical and day-to-day enterprise IT operations, enabling them to transform, innovate, and scale. Backed by a global team of experienced professionals and world-class interconnected data centers, Datapipe provides comprehensive cloud, compliance, security, governance, automation and DevOps solutions. Gartner named Datapipe a leader in the Magic Quadrant for Cloud-Enabled Managed Hosting.

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