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Operational Impact and Benefits:

- A more reliable and agile global network
- A leaner IT organization via cloud computing
- Faster ramp-up time for new applications and technology
- Faster go-to-market capabilities
- More predictable operating expenses (OPEX)

Case Study: ZeroChaos

ZeroChaos' move to a single network service provider and data center cloud adds nimbleness and innovation – while giving time back to IT staff.

ZeroChaos is a workforce consultancy of unbiased, completely transparent contingent workforce solutions. Services offered include global employer of record, vendor management, private label sourcing, risk management, independent contractor management, statement of work solutions and employee screening.

An international firm with its solutions at work in over 96 countries across the globe, ZeroChaos is transforming the staffing industry with innovative ideas that enable organizations to build proactive relationships with quality talent. The company provides its services entirely through an automated and web-enabled delivery platform.

The Challenge:

Move from legacy service providers to a single source offering global exposure while migrating data center infrastructure to the cloud to meet explosive company growth .

Over the past 15 years, ZeroChaos' dynamic growth has been driven by its customer-centric approach to solving workforce management issues. In fact, it was global expansion that led the firm to search for a new network service provider.

"We had a long-standing relationship with a major carrier,"



Kenneth Lawrence,
Director of Infrastructure Technology
Gary Flowers, CIO - ZeroChaos | Orlando, Fla.



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Organization:

More than a managed service provider, ZeroChaos is a workforce consultancy of unbiased, 100% transparent contingent workforce solutions.

Industry:

Workforce Consultancy

The Challenge:

Inefficiencies using several network service providers, limited data center scalability, and geographically limited data center resources.

Solution:

Migrate data center operations to a private cloud hosted by Datapipe.

says Gary Flowers, CIO at ZeroChaos. "However, we did not want a different network infrastructure in the U.S. versus our operations in the rest of the world."

The company's explosive growth was also the catalyst for its interest in moving data center operations to the cloud. "We felt the need for data center agility and scalability for growth," Flowers adds. "Expanding our cloud use would also simultaneously help control costs."

At this point, ZeroChaos turned to the CDW aggregation services team for consultation. "We had been working with ZeroChaos on a number of other IT initiatives," says CDW Account Executive Mike Bayhi. "When the need for telecom and cloud services arose, I mentioned our aggregation services team and how they could help."

"We couldn't afford to work with a provider that would be rigid in its expectations of how we would communicate our requirements, Datapipe was very accepting of our business needs, which really made a difference." - Gary Flowers, CIO, ZeroChaos

"ZeroChaos wanted to eliminate 'swivel-chair' or manual entry work by moving to the cloud," says Robyn Ackerman, CDW senior account manager. The objective was to have the CDW aggregation team help in that area as well as others, including:

- Network service provider analysis and recommendations
- Offering recommendations for a cloud service provider
- Running vendor request for proposals (RFPs) to provide ZeroChaos with marketplace options
- Assisting with cost structure and contractual requirements for new third-party vendors

The Solution

Move to Masergy Communications for global network services and migrate data center operations to a private cloud hosted by Datapipe.

To start the process, ZeroChaos' IT management employed a matrix decision-making model. "In the matrix, we identified all of the requirements that we



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felt important in a global network service provider and cloud provider," says Kenneth Lawrence, director of infrastructure technology at ZeroChaos.

These included:

- The use of the ZeroChaos network backbone as an existing infrastructure
- Change orders that could be kept in one place for greater access and convenience
- Speed and agility that could be leveraged to keep up with company growth

Following a review of potential vendors, CDW recommended Masergy Communications as the best fit for global network service consolidation. Previously, the firm was using three legacy service providers that proved inefficient and cumbersome to manage.

"The newer network providers, such as Masergy Communications, give businesses the ability to see every single bit of traffic traversing the network in real time," says Andrew Klos, voice and data specialist at CDW. "Known for global customer service, Masergy offers agile, customizable and on-demand network resources which complement the ZeroChaos cloud strategy."

***"We consider the Datapipe team as an extension of our IT staff."
- Kenneth Lawrence, Director of Infrastructure Technology, ZeroChaos***

As for a cloud service provider, CDW recommended Datapipe. As it turned out, the firm's flexibility and ability to understand ZeroChaos needs proved invaluable. "We couldn't afford to work with a provider that would be rigid in its expectations of how we would communicate our requirements," Flowers says. "Datapipe was very accepting of our business needs, which really made a difference."

Following a nearly flawless migration in a small window of time, about four months, the cloud cutover took place on April 25, 2013. Currently, ZeroChaos has moved a number of applications to the cloud including its vendor management system, phone service, email, payroll, customer relationship management (CRM), SharePoint and remote desktop server farms.

About Datapipe:

Datapipe offers a single provider solution for managing and securing mission-critical IT services. We consult with each client, enabling them to realize their potential by harnessing the power of their data, the performance of our network, and the experience of our team.

Datapipe is unique in the market for our ability to react quickly, solve problems urgently, and understand the distinct needs of our clients. Our ability to provide scope, scale and organizational agility – delivered from the world's most influential technical and financial markets – makes us the partner of choice for the enterprise.

The Results

A global services provider offering more insight into the network along with a cloud-based data center providing the ability to scale, keep up with company growth and the potential to do more with less.

"We consider the Datapipe team as an extension of our IT staff," Lawrence says. The scalability of the private cloud provides ZeroChaos with faster go-to-market capabilities without sacrificing quality. "We like to talk about innovation and leaning forward," Flowers adds. "The new global network and private cloud services allow us to do just that." In fact, the firm just expanded its services in Europe and is looking for further expansion in the Asia-Pacific region later in 2014.