



INGRAM MICRO CLOUD SERVICES CASE STUDY

Centre Technologies

Founded: 2005

url: centretechnologies.com

Employees: 75+

Key Market Vertical: Oil and gas, legal, financial, healthcare, education, government, hospitality

Specializations: Enterprise consulting, managed services, hosting services, virtualization, co-location, cloud computing, VMware, Microsoft Exchange, Citrix, blades, storage, networking

Business Challenge: One of Centre Technologies' oil and gas clients gained 650 new employees following an acquisition, and the client needed a major overhaul to its network to accommodate.

Solution: With the help of CyrusOne's secure private data center, Centre Technologies built an MPLS network with full disaster recovery capabilities.

Customer Benefits: Within a three-month period, the 70 TB data migration and new network was created, which enabled the client to onboard its new employees with minimal disruption.

Secrets of an Outsourced CIO

An IT service provider wins a multimillion-dollar project with an oil-field services company based on the service provider's ability to maintain its client's trust and pull off an IT migration in record time.

It's not unusual for an IT service provider to refer to itself as its customers' outsourced IT department. Oftentimes it is a cliché claim in the industry that many channel IT companies use; however, Centre Technologies has earned the right to redefine the outsourcing conversation. "We're our customers' outsourced CIO," says Rob Foit, managing technical consultant at Centre Technologies. While the differences may seem subtle to some, Centre Technologies says there is a vast difference. A recent project with an oil-field services company illustrates this important differentiator.

When Small Customers Become Large Customers Overnight

Centre Technologies began working with an oil and gas exploration and production start-up three years ago. At inception, Centre built the company's IT infrastructure and outfitted it with workstations and hosted business applications in the data center of its vendor partner, CyrusOne. Afterward, something most unusual happened to Centre's client during its second year in business. "The client acquired several assets from a much larger oil-rig platform company and overnight had 650 employees

and 100 IT platforms that needed to be integrated and managed," says Foit. "Adding to the chaos was the fact that for security reasons, the client needed to migrate its newly acquired workforce off of their previous network as quickly as possible."

The Centre Technologies staff went to work right away assessing its client's newly acquired IT assets to develop an informed customer proposal. The assessment included working with various departments to inventory their applications and hardware. "We gave them two options: One that entailed hosting their IT infrastructure in our partner CyrusOne's data center or building their own data center at their headquarters," says Foit. "We showed them how the former option was more reliable and less expensive in the long run, plus it could be deployed in half the time as an on-premise IT solution." The oil and gas company awarded Centre the project, and the IT service provider wasted no time assembling its resources and getting started.

"Our internal project team grew from 5 to 35 employees to meet the customer's time constraints. And, we worked closely with Ingram Micro and CyrusOne to prepare the CyrusOne data center for what turned out to be a 70-terabyte data migration, requiring dedicated networking servers, storage, backup, and other networking equipment, in addition to PCs and support," says Foit. "CyrusOne and Ingram were great to work with throughout the process, keeping in regular contact with the client and handling many of the important details behind the scenes that go into making a project a success."

Multimillion-Dollar IT Project Success Leads to Additional Upsell Opportunities

The final solution, which would have taken many companies with fewer resources well over six months to complete, was up and running in less than three months. The solution comprised Cisco, Citrix, Dell, and EMC gear running in CyrusOne's secure private data center, plus Centre Technologies provided high-availability DR services, which are also hosted by its data center partner. "The solution is built on an MPLS [multiprotocol label switching] network and offers a 15-minute failover to a secondary data center located in a different geographical area in the event of a disaster," says Foit. Centre Technologies handled the multimillion-dollar project without incident and was awarded a second project shortly after the initial project, after the client acquired another company, which led to an immediate increase of 70 new employees. "Thanks to the ease and flexibility of using the CyrusOne data center, we were able to onboard the client's new employees within a matter of three weeks," says Foit. "The key for making this whole thing work has been collaborating with our team, Ingram Micro and CyrusOne, and using CyrusOne's secure private data center to accommodate our client's dramatic scalability requirements."

"Our initial assessment of the client's infrastructure played a key factor in pulling off this massive IT project. We did a lot of research upfront and gained a full understanding of what makes their business run, how they were planning to grow, and we even learned specific details about their growth plans. Knowing where your customers want to be in the next three to five years and knowing the resources that can facilitate their growth is what differentiates an outsourced CIO from an outsourced IT department."

WHERE RAINMAKERS THRIVE

