

Summit with Tenzing

When your business is on(the)line



Expert Hosting Solutions

Faronics Case Study

Faronics Case Study

“We have tens of thousands of customers from all around the world. Our customer-facing web applications are business-critical and require a managed IT services provider we can trust 24x7x365. The reliability of Tenzing's team has allowed Faronics to separate our external from our internal IT services cleanly and gain valuable capabilities outside of our IT staff's working hours.”

Brent Smithhurst, VP of IT, Faronics

Customer:	<i>Faronics</i>
Geography:	International
Industry:	Software Development / Solutions
Challenge:	Supporting Mission Critical Customer Care Services over the Web

Background

Faronics was looking for a partner that could support their new mission critical customer care portal (Faronics Labs) that tied together its CRM and accounting package for over 300-400 channel partners worldwide. this solution is used to generate quotes, view invoices, and to download files.

Project Requirements

Faronics' key business requirements included:

- An outsourced managed services model that managed the entire IT services life-cycle and is proactive, consultive, value sensitive and mitigates risk
- Assessment services to understand their business requirements and ITSM capabilities
- Solutions Engineering services to design the optimum IT Infrastructure and IT Service Management plan to address their specific requirements and capabilities
- Deployment Services to configure, document and test their SaaS application on an upgraded IT Infrastructure and Microsoft .Net framework
- Migration Services to transfer their live SaaS application with no interruption of service or data loss
- Availability and Continuity Management services with geographic redundancy built in
- 24x7x365 Incident and Problem Management services backed by meaningful SLA's
- A Disaster Recovery was also needed to support Business Continuity in the event of a disaster.

Tenzing's Faronics Managed Services Solution

Tenzing's Summit with Tenzing service model addresses each of Faronics' business requirements outlined above. This comprehensive approach allowed Faronics to redeploy their business-critical SaaS application with great confidence. Key technical details of Tenzing's Faronics solutions include:

- Deep technical dive into Faronics' SaaS application with Tenzing subject matter experts during the Assessment phase of the engagement process
- Testing and QA environments to facilitate ITIL Change and Release Management practices
- Load balanced architecture supporting Microsoft web and application farm environment
- Integrated Microsoft Active Directory services to improve security and reliability
- Hybrid combination of near real time data replication techniques for SQL Server and Web Farm.
- 64-bit Microsoft SQL Server 2005 and Windows Enterprise Server solution w/Microsoft Cluster Services
- Enterprise SAN services using redundant Fibre Channel links to an HP Enterprise Virtual Array (EVA) 6000 SAN
- Customized local and remote backup policies to meet Faronics's requirements for data retention and restoration times
- Customized application monitoring and notification solution
- Geographical redundancy leveraging Tenzing's multiple datacenters
- Custom escalation processes and procedures

Tenzing architected a flexible, fully fault tolerant solution with a Disaster Recovery solution that could be relied upon to sustain Faronics business in the event of a disaster.

- Geographic, Fault Tolerant End-To-End solution to support Faronics Business Continuity Business Requirements
- Hybrid Co-location, Managed Co-location and fully managed service portfolio.
- Ability to fail-over from Toronto to Vancouver Data Centers in event of a disaster.
- Specialized NetApp storage solution.
- Fully Fault tolerant Geographic Hardware Load Balancing solution.
- DFS Mirroring setup, configuration and support.
- SMTP & Exim Mail Service for Client Communication and Notification.
- 24*76*365 support.
- Customized Monitoring and Notification Solution.

The Result

Tenzing's proven reliability and proactive IT service management, not experienced with their previous hosting provider, have given Faronics the confidence their business is in capable hands. So much so, they later decided to host their corporate website with Tenzing. Through Tenzing, Faronics has simplified its IT operations and extended its capabilities to 24x7x365 at a fraction of the cost of building this capacity in-house.

"The quality of Tenzing's service has been extremely good over the years. Issues are detected immediately. On the very rare occasion that a service has a problem, for whatever reason, we have been notified on the phone before we even realized there was a problem."

- Brent Smithhurst VP of IT, Faronics