

Summit with Tenzing

When your business is on(the)line



Expert Hosting Solutions

ONE-EIGHTY CORP Case Study

ONE-EIGHTY CORP

“Software-as-a-Service is our business. We depend on the Tenzing team to keep ourselves and our customers in operation and they deliver. They keep us connected, safe and scalable. I simply don't worry about uptime anymore. Their comprehensive level of service and infrastructure allows us to focus on what we do best: Help automotive dealers maximize their potential by implementing, training and supporting a software guided sales and management process.”

AJ Mueller, CEO of ONE EIGHTY CORP

Customer:	ONE-EIGHTY CORP
Geography:	International
Industry:	Software as a Service
Challenge:	Supporting Mission Critical SaaS CRM Application over the Web

Background

ONE-EIGHTY CORP. (OEC) provides Software-as-a-Service (SaaS) to automotive dealerships to manage their sales process and increase customer satisfaction. OEC needed a trusted managed services partner to ensure the reliability, scalability and security of their business-critical SaaS application which supports over 4,000 customers across Canada.

Project Scope

OEC's 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.

Tenzing's OEC Managed Services Solution

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

The solutions included:

- Deep technical dive into OEC's 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 OEC'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

The Result

With Tenzing, OEC has achieved each of its business objectives at a fraction of the cost of in-sourcing and significantly less than solutions proposed by leading managed hosting providers with less comprehensive service models. A Tenzing Technical Account Manager meets regularly with OEC to discuss changing requirements and capabilities, coordinate major changes and report key support and delivery metrics. The implementation of disciplined change and release management processes aligned with Tenzing's best practices has increased OEC's productivity and application uptime.