

CloudManufacturing Case Study

Large Lumber Manufacturer



New York



420 users



21 locations



Challenges

- Multiple vendors/service providers
- Lack of depth of Citrix expertise with current providers
- Nagging technical issues with virtual desktops
- Need for long-term hosting partner for POS
- Need to reduce in-house server footprint to a minimum



RapidScale Solutions

- CloudDesktop (DaaS)
- CloudServer (IaaS)
- CloudMail (Hosted Exchange)
- SD-WAN

A large lumber manufacturer uses RapidScale cloud solutions to consolidate infrastructure and take ownership of the entire IT footprint, strategy and management.

Customer Challenges

The customer is a Northeast-based lumber manufacturer with 420 users and 21 locations.

The manufacturer had a 420-user Citrix desktop platform with IBM that was being managed by an MSP and had nagging technical issues, as well as multiple in-house servers they were struggling to manage while growing at a rapid pace. They were also due for a Microsoft Exchange renewal, which was expiring in a matter of months. The customer wanted to offload as many workloads as possible to enable their limited IT staff to leverage technology and drive innovation and revenue. Dealing with multiple vendors had become tedious and caused frustration due to limited support and projects not being completed in a timely manner. Ultimately, the customer sought a partnership that could accomplish consolidating infrastructure and taking ownership of their entire IT footprint, strategy and management.

The Engagement Process

An initial on-site meeting brought to light clear synergies between the customer environment and RapidScale's core competencies and value. The first spark flew from the discussion surrounding the customer's upcoming Exchange renewal, as RapidScale introduced their Hosted Exchange offering, CloudMail. The process flew from there.

RapidScale began to build a solution that would fix the customer's key issues and consolidate services, while also uncovering some key areas for massive cost savings and adding 24x7x365 support. The meetings following consisted of tweaking the final proposal and engagement with more members of RapidScale's team. Just one month after the initial proposal was drafted, the deal closed.

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The Outcome

The final solution included taking over the 420 desktops with RapidScale's **CloudDesktop** offering. This very large support pain point was resolved with RapidScale's team of on-staff certified Citrix engineers that the manufacturer now has direct access to. RapidScale also replaced the majority of existing Microsoft licenses with SPLA, Office 365 and Citrix licenses that resulted in \$207,000 annual savings. **CloudMail** replaced the customer's existing email service, consolidating the server environment with **CloudServer** by 42%. The RapidScale solution resolved 100% of the pain points, claimed complete ownership of the environment, and freed the IT team from ongoing, nagging, reactionary issues. Instead, the customer's IT team can focus on more innovative initiatives and projects that drive profitability for the company.

Almost a year later, the customer expressed new pain due to slow connectivity. They were looking to move away from their existing MPLS network. They had private connectivity with one MPLS circuit, which was slow and unreliable. They faced challenges with network reliability, speed, resiliency and future network migration. The customer wanted an SD-WAN solution to integrate with the existing MPLS network and allow for future decommissioning of MPLS in favor of DIA. They also wanted integration with their newly implemented CloudDesktop solution. The sales partner recommended bringing in RapidScale once again due to their proven success, robust capabilities and continued support.

With RapidScale's new **SD-WAN** offering, the customer is able to aggregate multiple broadband connections to provide more capacity, resiliency, and a higher quality of service applications. They reduced expensive circuits by leveraging lower-cost broadband. The SD-WAN solution also allows the customer to be vendor agnostic with their connectivity, giving them flexibility to choose the lowest cost and/or best provider available as pricing and options change going forward. RapidScale added value with always-on reliability, network upgrade cost avoidance, consolidation of network devices and futureproofing the network.



Manufacturing



Final Solution Highlights

- Direct access to certified Citrix engineers
- \$207,000 annual savings
- Consolidation of server environment by 42%
- Freedom to focus on innovative initiatives and profitable projects
- Always-on reliability, network upgrade cost avoidance, consolidation of network devices

Final MRR: \$65,831

Term Length: 36 months