



# VISUAL EDGE IT

## CASE STUDY | DISASTER RESTORATION SVCS

### **VERTICAL**

Professional Services

### **SOLUTION**

Managed IT Services

### **THE CUSTOMER**

The customer is a franchisee of a larger company and provides disaster restoration services for water, fire, storm and mold damage for more than ten years. They have seven locations and are an existing imaging client of ours.

### **THE SITUATION**

The restoration company is using two server applications that are hosted by another MSP in Canada who has their applications and data co-mingled on the same hardware as other clients. One of those clients is a competitor of the restoration company leaving them concerned about data security. And the location of the server caused latency issues.

The restoration company wants a more secure environment and is planning to move to their own instance of a public cloud to support distribution of apps to all locations and create room for future growth.

## THE COLLABORATION

Our imaging rep learned that the customer was challenged by their current provider who was unable to provide a cloud solution. Because the customer has a distributed environment, they want a cloud solution to be able to deliver the appropriate applications to all of their locations.

We conducted an assessment and engaged the customer's existing consultant as part of the discovery. Based on the results, we were able to create a recommendation and a custom configuration for the company.

In addition to the imaging services we already provide, we set up a Microsoft Azure instance from two cloud servers and migrated data/ applications. We also provided the customer with remote access to both server and desktops, and on-demand support services.

## THE OUTCOME

The customer's business is running on this solution, making us the most important partner in their business ... and the customer loves the services we provide!

They have anytime, anywhere access. Are much more secure from a compliance perspective. They are achieving much better performance from their systems and are receiving full support.

With the improvements we've made, the customer has been able to scale their business (people/locations) without adding any additional infrastructure.

CLOUD  
SOLUTION  
ALLOWS THE  
BUSINESS TO  
SCALE MORE  
EASILY.



### RELATED CONSIDERATIONS

94%

#### IMPROVEMENT.

Most businesses see an improvement in security after switching to the cloud.

91%

#### COMPLIANCE.

Most businesses agree that the cloud makes it easier to meet government compliance requirements.

54%

#### DISCOVER.

54% of small- and medium-sized businesses make the decision to outsource IT and discover the cost effective method to managing and leveraging IT for business outcomes!