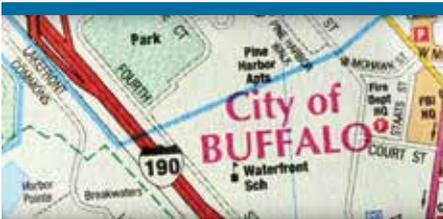**CASE STUDY AAA WESTERN & CENTRAL NEW YORK**
INDUSTRY NONPROFIT TRAVEL & INSURANCE MEMBERSHIP ORGANIZATION

GROWING WITH ALWAYS-ON MANAGED CLOUD HOSTING

AAA Western & Central New York At-A-Glance:

AAA Western & Central New York is a not-for-profit association, providing world-class automotive, travel, insurance and financial services.

Measures of Success:

- 16 offices linked via Spectrum Enterprise VPLS to deliver high-quality member services 24/7

- Access to cloud services and no worries about back-end technology issues thanks to the outsourced data solution with Navisite®

- Ability to respond, troubleshoot and resolve system issues faster

- Agility in bringing products, services and changes to market quickly

- Improved redundancy and security with PCI-compliant controls

COMPANY OVERVIEW:
AAA WESTERN & CENTRAL NEW YORK

Headquartered in Buffalo, the not-for-profit AAA Western Central New York association relies on 16 offices to provide nearly 860,000 members with 24/7 access to automotive, travel, insurance and financial services.

The caliber of data operations is critical to meeting its mission. Back in 2011, however, outdated servers and hardware in the on-site data centre made it increasingly difficult for Director of Technology & Support Frank D'Arrigo to ensure reliability and performance. Then, a major electrical-grid problem prompted D'Arrigo and the Vice President of IT, Joe McLaughlin, to explore outsourced data solutions.

Deciding to outsource the data centre

Navisite was considered as a provider because the club already enjoyed a strong relationship with Navisite's parent company, Spectrum Enterprise. Spectrum Enterprise had used a fiber-optic virtual private network (VPLS) to connect AAA's 16 offices across upstate New York. D'Arrigo and McLaughlin were impressed with the reliability and performance of the infrastructure and saw value in how Spectrum Enterprise and Navisite could create a seamless enterprise solution.

In early 2012, after evaluating different providers, the club began moving its data and infrastructure to Navisite's NaviCloud® Platform, a robust, virtualized infrastructure deployed as multiple, secure infrastructure clouds within Navisite data centre.

McLaughlin recalls that, as they looked at the numbers for outsourcing with Navisite, they realized they would have needed at least two more in-house staff to keep the reliability of their network at the levels that Navisite provided.

Enjoying reliability *and* a strategic IT relationship

Today, the NaviCloud platform continues to provide a strong foundation for the association's database and applications servers, middleware, CRM system and main ERP system. D'Arrigo adds that Navisite's Proximity Customer Portal is of special value in helping him inventory all devices being used to support the club's business.

Meanwhile, on the Spectrum Enterprise side, the club has upgraded redundancy, implementing fully diverse routes into Navisite and at core sites in Buffalo and Syracuse. 'We're in a better place now', D'Arrigo explains, 'if any of the circuits go down, the network automatically re-routes traffic. We've been able to keep network up-time very high — even during planned maintenance'.

99.9 per cent system availability frees the IT team to focus on member services

Since deciding to outsource its data centre, D'Arrigo says Spectrum Enterprise and Navisite have been very stable service providers, with availability for *all* club systems averaging 99.9 per cent.

CASE STUDY **AAA WESTERN & CENTRAL NEW YORK**
INDUSTRY NONPROFIT TRAVEL & INSURANCE MEMBERSHIP ORGANIZATION

> 'We've developed great relationships with Navisite's engineers and we've come to trust them and their judgments. They've become our army of experts'.
>
> **Frank D'Arrigo,**
> *Director of Technology & Support,*
> AAA Western & Central New York

D'Arrigo appreciates not having to worry about the technology back-end. Instead, he trusts Navisite and Spectrum Enterprise to provide whatever is required to meet his Service Level Agreement (SLA).

In the years since moving to Navisite, the club hasn't added IT staff, and has been able to offload many networking and operational tasks to Navisite. This has freed McLaughlin and D'Arrigo to focus on strategic efforts, including using Navisite and Spectrum Enterprise resources to simplify network infrastructure so it's easier to troubleshoot and resolve issues. They've also launched new member services, including adding more in-home agents.

PCI-compliant security

Navisite has been key in helping the club achieve PCI compliance through safeguards such as two-factor authentication for VPN servers. D'Arrigo says the club has also added a SIEM (Security Information Event Management system) to monitor perimeter access, including VPN access.

One advantage, D'Arrigo explains, is the ability to identify unusual log-out events and usage behaviors. 'We proactively contact users', he said. 'Rather than waiting for a user to call and say, 'I'm locked out'. Additionally, D'Arrigo can now identity unusual VPN activity, such as suspicious connection attempts and international remote access connections.

Spectrum Enterprise and Navisite: helping AAA evolve

Looking back at the years-long partnership with Navisite and Spectrum Enterprise, D'Arrigo has been 'able to leverage our relationship in a way that allows us to quickly bring a new product, service or change to market'.

He adds that Navisite and Spectrum Enterprise have been great partners in putting technology into place to solve immediate business needs and working with him as those needs evolve. He worked with Navisite, for instance, to improve the incident analysis process to support faster resolution of outages.

Because the club serves members 24/7, D'Arrigo values the proactivity of Navisite's engineers, with project managers and senior leadership 'always thinking about AAA's business'.

D'Arrigo adds that 'by leveraging Navisite's and Spectrum Enterprise's infrastructure and services, we can reliably deliver member road service 24x7x365 and fulfil AAA's pledge to provide safety, security and peace of mind'.

McLaughlin likes how Navisite continues to offer the club a roadmap for expanding current services and exploring new services. 'They [ask] for our input on areas they should explore. For me, it signals that they think of us as a long-term partner. I don't have to think about best-of-breed technology for my members; I can trust that Navisite will do that'.

About Navisite

Navisite, Inc., a part of Spectrum Enterprise, is a leading international provider of enterprise-class, cloud-enabled hosting, managed applications and services. Navisite provides a full suite of reliable and scalable managed services, including Application, Cloud Desktop, Cloud Infrastructure and Hosting services for organizations looking to outsource IT infrastructures to help lower their capital and operational costs. Enterprise customers depend on Navisite for customized solutions, delivered through an international footprint of state-of-the-art data centers. For more information about Navisite's services, please visit navisite. com or navisite.co.uk.