Enabling Affordable, Cloud-based Disaster Recovery Solutions for Clients

GREGORY TECHNOLOGIES

Measures of Success:

- Ability to offer clients a cost-effective, hybrid-cloud disaster recovery (DR) solution
- Mitigating clients' exposure to email vulnerabilities
- Synergies and savings by using both Navisite and Spectrum Enterprise services
- An easy-to-use Navisite portal that lets Gregory Technologies remain the clients' one point of contact

Client Profile:

Company: Gregory Technologies

Industry: Managed IT Service Provider

Services: Navisite Managed Office 365 Productivity Suite, Self-Service NaviCloud

Since: 2013

Gregory Technologies provides managed IT services for clients spanning many business verticals. Despite the diversity of infrastructure among its clients, Gregory Technologies made it a priority to find a dependable, cost-effective solution with the flexibility to provide strong disaster recovery (DR) capabilities for everyone.

For example, abandoning established infrastructure in favor of a complete transition to the cloud was not practical because so many clients had recently invested heavily in physical hardware. Instead, Gregory Technologies decided to explore a hybrid-cloud solution proposed by Navisite.

Powering a "warm" disaster recovery site

Employing Navisite's Self-Service NaviCloud Infrastructure-as-a-Service (IaaS) solution, Gregory Technologies was able to replicate content from the hard drives powering clients' physical servers to a cloud environment. In the event of a disaster or human error

at a client's primary data center, Gregory Technologies can activate the corresponding NaviCloud environment, enabling production to resume.

"It's not a hot DR site," Creamer explains, "but it's not a cold site, either, because the data's already there. All we've got to do is turn it on." Gregory Technologies conducted several tests to examine how long it takes to power-up a NaviCloud environment following a simulated failover. The results showed that about three hours from the time clients call, Gregory Technologies has their infrastructure ready to go in the cloud.

With Navisite, Creamer helps clients strengthen their DR strategies and reduce costs as compared to paying for a completely redundant "hot site" cloud environment. As soon as Gregory Technologies gets clients' physical hardware "back up and running," he explains, we turn everything off in the cloud and everything returns to the regular price point."

Daniel Creamer, Network Engineer, Gregory Technologies

> *"Navisite gives us the flexibility to meet different clients' needs. For example, we can create a data center that's PCI Level 3 compliant or a virtual data center that's SAS 70 compliant."*
>
> **—Daniel Creamer**

Spectrum ENTERPRISE | Navisite

Mitigating email risks

Creamer's next focus was on-premise exchanges. "They just can't keep up," he says. "You can go down because your circuit gets cut coming into the building, because of a virus, because of this, because of that. And pricewise—at least for our clients—it doesn't make sense to host their own exchange." Navisite's Managed Office 365 solution appealed to Creamer because it included migration services plus security solutions powered by Proofpoint. With Navisite now managing 120 licenses for Gregory Technologies' internal use, Creamer's goal is to transition clients to the same solution, especially since they'd benefit from the filtering, threat detection and signature-based anti-virus support Navisite delivers by providing Proofpoint on top of its O-365 managed service.

Remaining a single point of contact for clients

While Navisite manages O-365 and the hybrid-cloud DR solution, Gregory Technologies remains its clients' single point of contact. In fact, clients access their environments via a dedicated portal Navisite established for Gregory Technologies. Creamer says that the simplicity and transparency of the portal is one of the major benefits of working with Navisite.

Using Navisite to accelerate growth

In addition to the uptime and cost-effectiveness of Navisite solutions, Creamer sees Navisite's security capabilities as key in expanding into industries where HIPAA, PCI and SAS compliance are essential. Instead of dealing with the challenge of building a compliant network, Creamer is "glad that with Navisite the security is already there."

Looking ahead at opportunities to win new customers and expand services, Creamer says Gregory Technologies "will definitely leverage the partnership that we already have with Navisite." He is also thinking about expanding that partnership by considering switching to Spectrum Enterprise for Fiber Internet Access (FIA) and Ethernet services.

Using Navisite's cloud-based services, Gregory Technologies has found an effective yet affordable solution for protecting both network reliability and email security.

> *"With Navisite's pay-as-you-use pricing model, you only pay for the cloud services you actually use. This is a great option in contrast to other cloud providers that charge you for resources whether you use them or not."*
>
> *—Daniel Creamer*

About Spectrum Enterprise

Spectrum Enterprise, a division of Charter Communications, is a national provider of scalable, fiber-based technology solutions serving many of America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes Internet access, Ethernet access and networks, Voice, and TV solutions and extends to Managed IT solutions including Application, Cloud Infrastructure and Managed Hosting Services offered by its affiliate, Navisite.® Our industry-leading team of experts works closely with clients to achieve greater business success by providing these right fit solutions designed to meet their evolving needs. For more information, visit enterprise.spectrum.com.