ATScloud Unlocks Greater Growth and Competitive Advantage with CA Unified Infrastructure Management

CLIENT PROFILE
Industry: IT services
Company: ATScloud

BUSINESS
ATScloud delivers hybrid cloud solutions to IT service providers across the US, Canada and Europe. Its solutions span disaster recovery, backup, archiving and infrastructure monitoring.

CHALLENGE
To maintain a competitive edge, ATScloud needed to take a more proactive approach to infrastructure management that would enable it to consolidate its 42 monitoring tools into an end-to-end solution.

SOLUTION
CA Unified Infrastructure Management enables ATScloud to monitor cloud environments on- and off-premise. Historical and real-time views help maximize capacity and utilization and safeguard service levels.

BENEFITS
By taking a unified and proactive approach, ATScloud has increased efficiency and decreased complexity. Greater visibility of the infrastructure supports informed decision-making and innovation, which will help the company and its partners drive growth.
Business
Cloud solutions for the channel

ATScloud delivers hybrid cloud solutions to IT service providers across the US, Canada and Europe. Its solutions span disaster recovery, backup, archiving and infrastructure monitoring.

The company primarily works with managed services providers and value-added resellers, helping them to find the right cloud solution for both their business and for their end customers.

ATScloud operates a Tier IV datacenter in Dallas, where it is headquartered. It is committed to maintaining maximum security and performance levels to safeguard service levels and compliance.

The company provides more than just a private, secure cloud infrastructure; it also helps partners grow their business by advising on the benefits and use cases of cloud computing.

Challenge
Driving growth in a competitive marketplace

“We need to be proactive, not reactive.”

Michael Brady
Director of IT, ATScloud

To continue to grow its business and reputation, ATScloud needs to ensure it stands out in the crowded and competitive cloud sector.

Michael Brady, Director of IT at ATScloud, comments, “We want to help our partners and their customers scale up and out. To do this we need to continue to enhance and differentiate the solutions that we offer.”

Continuity, security and performance are of vital importance across all of the company’s offerings. “Managed service providers and value-added resellers need to know they can rely on our solutions,” explains Brady.

For ATScloud, this means it must have robust infrastructure monitoring and management capabilities. “We need to be proactive, not reactive. Poor infrastructure management could damage our reputation, limiting both future growth and revenue generation.”

Monitoring cloud environments across multiple sites and partners can be complex and time-consuming, which impacts not only productivity for ATScloud staff but also the end users of its solutions.

With multiple monitoring tools deployed across the company, ATScloud recognized it needed to take a more unified approach. “We wanted to see everything through a single pane of glass. The greater the visibility, the faster the fix,” adds Brady.
After investigating a number of different solutions, ATScloud implemented CA Unified Infrastructure Management in January 2015. As Brady confirms, “CA Unified Infrastructure Management has thousands of probes and provides a single view of the infrastructure across different sites.”

CA Services provided assistance during the deployment, which spans more than 3,000 devices, including servers and networking components, across multiple locations.

“CA Unified Infrastructure Management is really easy to use,” says Brady. “Everyone from our first level support staff upwards have picked it up just with simple instructions.”

The solution offers ATScloud a single, end-to-end view of not only cloud environments within its own datacenters but also those off-premise at partners’ sites.

“With CA Unified Infrastructure Management, we have the ability to monitor almost anything,” comments Brady. “Instead of having to check different dashboards within different tools, we now have just one dashboard that we can drill down from.”

With a historical as well as a real-time view of infrastructure performance along with comprehensive alerting, ATScloud can now react to potential issues before they become more impactful problems.

“We can see when partners are going to run out of capacity and help them stay ahead of the game,” comments Brady. “We can also look back at previous utilization rates to better understand customer demand.”

ATScloud enables its partners to view the solution’s dashboards direct, which increases transparency and simplifies day-to-day management.

Taking a unified approach has enabled ATScloud to improve efficiency and safeguard service levels.

“CA Unified Infrastructure Management has knocked down the walls for us and our partners,” comments Brady. “It empowers them to make more informed decisions about their business and differentiates their services.”

By taking a proactive approach to infrastructure monitoring and management, ATScloud has been able to:

- Maintain its competitive edge
- Reduce complexity and risk
- Drive growth for both its business and partners.
“CA Unified Infrastructure Management put us ahead of the curve, helping us to drive greater innovation, growth and revenue generation. It enables us to deliver a top-notch service, and will be a key component of our strategy in the future,” concludes Brady.

Michael Brady
Director of IT, ATScloud