

Ionic Services

Technology: Moving to Cloud Platform Helps SaaS Provider Save on Costs & Increase Profitability



RESULTS

Zero downtime during Cloud migration

Automated backup through a single console

Reliable and efficient application performance

Test and development environments to support future growth

“The team at Immedion is responsive to our needs, understands our challenges and provides expertise in the planning and migration of our systems,” said Mike Hoffman, Ionic Services’ IT Manager.

“Since moving to Immedion’s Cloud we’ve seen a tremendous impact on profitability, both in terms of lowering the monthly cost of service delivery and in terms of capital expenditures required in our long-term planning,” said Dan Sharp, Ionic Services’ President.

THE CLIENT

Ionic Services provides a complete customizable suite of software-as-a service (SaaS) business management software tools specifically designed for funeral homes and cemeteries.

CHALLENGE

As a SaaS provider, Ionic Services relies heavily on their technological infrastructure to ensure their services are always up and running for their worldwide customer base. Like many companies, Ionic Services was faced with a large investment to update aging hardware. As they evaluated the high capital costs of new hardware, they considered moving to a Cloud platform with a provider that could fully meet their availability and scalability needs.

SOLUTION

Ionic Services selected Immedion to leverage Cloud technology from a local, SSAE-16 audited data center. Immedion’s highly available Cloud platform with its built-in redundancies, dedicated resources, secure edge device management and resource scalability allowed them to save on expensive capital costs while still maintaining a reliable infrastructure to meet their needs during peak times and through their growth. “In addition to our production environment, Immedion offers us the ability to create test and development environments to support ongoing project needs and respond to opportunities as they appear,” comments Ionic Services’ President Dan Sharp.

Immedion’s team worked closely with Ionic Services to ensure a smooth migration and mapped out a seamless transition to the Cloud with zero downtime during the migration. With Immedion’s Cloud, Ionic was also able to automate their back-up system, which allows them to focus on serving their clients instead of worrying about data back-up and recovery. Furthermore, all of their systems can now be managed via a single console, which saves them valuable time.

RESULTS

“We foresee the ability to easily match our business growth with our IT resource requirements in very specific increments. The concept of having customer demand for resources outpace our equipment’s capabilities or investing in an excess of resources that is being underutilized are things of the past. Additionally, we have seen improvements in operational efficiencies and it has allowed our team to focus on delivering state of the art products and services to our customers,” said Sharp.