

Immedion Cloud Delivers Increased Reliability and Scalability to Enable Growth at Ionic Services



CUSTOMER

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 OVERVIEW

Faced with aging infrastructure, Ionic Services sought a Cloud provider that could meet their high-availability and scalability needs.

SOLUTION

Immedion's highly available Cloud infrastructure delivers the reliability and scalability Ionic Services requires for consistent application performance and future business growth.

RESULTS

- Zero downtime during Cloud migration
- Automated back-up through single console
- Reliable and efficient application performance
- Test and development environments to support future growth
- Local, 24/7/365 Always On customer support
- Automated back-up services
- Transitioned capital expenditures into operating expenses

CHALLENGE

Ionic Services provides a complete customizable suite of software-as-a-service (SaaS) business management tools specifically designed for the funeral industry. Ionic Services provides the accounting, administrative, and technological components of the funeral business so their clients can focus on delivering quality care to the families they serve. 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 Ionic 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

Immedion is available 24/7/365 to assist Ionic Services and provide technological insights to help them increase efficiency and grow their business. "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 Sharp. "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."