

Vertical Computer Systems

Software Provider: 24/7 Customer Support with Initiative Keeps VCSY Always On



RESULTS

Guaranteed flexibility and performance in Immedion's secure Cloud environment

VCSY's data is constantly protected with Immedion's Backup service

24/7 technical support from live, local technicians

On-going access to Immedion's team of experienced engineers

"I would highly recommend Immedion because of their customer service. The Immedion team wants to help us grow together. I know the team I work with by name and know I can always ask questions and get fast, knowledgeable answers. With other companies, you may get a response... or you may not," said Laurent Tetard, CIO of VCSY.

"Immedion takes the time to ease and enhance the customer experience, helping us to be more efficient."

THE CLIENT

Vertical Computer Systems, Inc. (VCSY) is an international provider of application software, cloud-based and software services, Internet core technologies and intellectual property assets. Their products provide secure solutions for industries ranging from human resources to healthcare.

CHALLENGE

Because of their large portfolio of platforms and applications, Vertical Computer Systems is complicated in their technology needs. As a cloud-based service and software provider, uptime is critical. VCSY upholds strict service level agreements (SLAs) with their clients, so their technology partner must be able to deliver the compliance and uptime they promise their customers.

Customer service and response time is also extremely important to VCSY. As an international company, they needed 24/7/365 access to technical support. Having already experienced the service pitfalls of a big-name data center, they wanted a provider who responded to issues quickly and offered live technical support rather than dealing with the hassle of automated support.

SOLUTION

VCSY chose Immedion because they were a local provider that coupled high-touch customer support with the solid, secure infrastructure and multi-layered redundancies. Immedion worked with VCSY to engineer a scalable solution that would be able to accommodate future growth. Immedion helped consolidate their infrastructure to a more cost-effective Cloud solution, plus the flexibility of Immedion's Cloud helps VCSY fine-tune their product offering to meet customers' needs. Immedion's Backup service ensures VCSY's critical data and applications are constantly protected and retained, and Immedion's experts are always available to assist with restorations.

Immedion also provides 24/7 support that VCSY can rely on for fast issue resolution. When they call Immedion for support, they appreciate that they're talking to a live technician who actually *knows* their technology.

RESULTS

VCSY spends less time fixing problems and no longer worries about downtime affecting their customers. Immedion has gone above and beyond to ensure their data is always on, even recovering their data outside of their 7-day backup window. VCSY looks to Immedion as an extension of their IT team and can rely on their experts for technical insight and advice.