

CASE STUDY

ABOUT CARE MICRO SYSTEMS

Care Micro Systems are an IT support and service provider to small and medium businesses with a broad skill set and understanding of their customers.

Established in 1992, they have a history of providing high quality service with an emphasis on serving the long term needs of their customers.

Based across Yorkshire with offices in Scarborough, Leeds and Hull, Care Micro Systems' customers are national and spread across many industry sectors, including engineering, property & construction, manufacturing and marketing.



THE CHALLENGE

With cloud backup and disaster recovery services becoming more competitive in recent years, Care Micro Systems found that the partnership with their previous supplier had become prohibitive and prevented them from being competitive in the market. Opportunities were difficult to secure because of price and existing customers using the service found that the costs grew too much over time. Unable to change the terms with their supplier, the decision was taken to go out to market for an alternative.

The new partner needed to offer a similar service but at a more competitive rate so that Care Micro Systems could be equally competitive. This would help to keep existing subscribers happy whilst increasing their ability to bring on new customers to the service.

Another key requirement was to ensure continuity of service to the end customers during any migration process. Cloud backup and disaster recovery is a service that needs high uptime, and so switchover between services had to be efficient and disruption non-existent. It was also important to keep the added workload of the migration process to a minimum so staff could focus on their daily roles. This would help further to minimise any disruption outside of the service.

WHY FANTASTIC CLOUD SERVICES?

Care Micro Systems' ethos is to setup relationships with their customers and provide them with services and products that provide a long term benefit. Fantastic Cloud Services share this view and we work with Care Micro Systems to ensure the service works well for them and their customers. This involves understanding the end customers, knowing what type of environments they have, what they are designed to do and what type of problems are likely to occur. Having this knowledge helps us to provide a better managed service as we can offer support relevant to the individual customers.

Achieving the needs of partners requires a product that is flexible and adaptable so that we can provide the service to a broad range of customers. End customer requirements can range from managing different operating systems such as Windows and Linux, physical or virtual infrastructure, and applications that are key to many businesses, like Microsoft Exchange, SQL and Sharepoint. Less common applications like Oracle, MySQL or PostgreSQL, also have to be covered from time to time.

THE BENEFITS

The benefits for Care Micro Systems were immediate, after completing the migration process successfully, they were able to vastly reduce their monthly bill. This means customers who were previously unable to use the service because of its cost could now use it. A revenue stream for Care Micro Systems was reopened, and the lower cost in turn helps customers as they see a benefit from taking out a disaster recovery solution, which may have been out of budget before.

The service is also much more flexible now, both in terms of cost and technical capability. Care Micro Systems can more readily react to changes in both their requirements and those of their customers', without being stung by higher costs.

During the migration process, Care Micro Systems needed assistance to ensure that installations went to schedule and customers were unaffected by the process. A large migration like this, which involved moving many customers to the new service simultaneously, needed coordinating with Care Micro Systems staff and their end customers to ensure that all stages of the migration were smooth and that all parties were kept informed on progress. This helped to make sure that the process was (from the customers' point of view) uneventful.

Aside from meeting technical requirements, the spirit of a partnership can either make or break it. After having a bad experience with their previous provider, Care Micro Systems were keen to have a partnership that gave them the ability to adjust to their customers' needs. This wasn't always possible with their old provider, and it made providing the service to end customers difficult.

Changes to customers' IT environments is happening, as IT becomes a more common commodity that more businesses rely on. How IT is used is changing as well, which is driving technology forward. This drive comes in part from Care Micro Systems themselves, who try to modernise their customers' environments where necessary in order to improve their processes. Half the battle can be keeping pace with these changes and progress can't afford to be held back by a disaster recovery solution which doesn't keep pace with new developments.



See how our **Hybrid Cloud Backup** and **Disaster Recovery services** could help you improve your redundancy visit our website at

www.fantasticcs.co.uk/services

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