

INFRASTRUCTURE AS A SERVICE

PRIVATE CLOUD AND DATA CENTER HYBRID

The challenge

Vix Technology is an international provider of innovative transportation payment solutions to both the public and private sectors. Vix has developed and supported world-leading transportation systems, such as the Hong Kong Octopus Card, Singapore EzLink, Beijing ACC, and the Melbourne Metcard. Vix is also a global leader in automated fare collection and delivers turnkey solutions of any size, ranging from those benefitting small municipalities to entire countries. Vix Technology's new client, ORCA, needed a secure, reliable, high performance, high availability, IT infrastructure environment. ORCA, the smart card transit system used throughout the Puget Sound region, needed their IT infrastructure environment built and deployed in a critically short time frame. This created a number of challenges for Vix, including:

- Determining whether to build or outsource ORCA's IT infrastructure
- If built, understanding the costs associated with hardware and ongoing labor
- If outsourced, understanding all of the financial and operational risks associated with utilizing a third party

Vix teamed with StrataCore to help navigate possible solutions. Under a challenging time line, StrataCore worked with Vix to evaluate two types of solutions – those owned and managed by the client or outsourcing management of their infrastructure to a third party service provider. Owning and managing the solutions would require a significant capital investment for the hardware as well as additional support personnel (systems engineer, security specialist and network engineer) to design, build, and maintain the infrastructure.

Outsourcing to a third party to manage the infrastructure would require higher monthly costs, but would eliminate the expenditures required to purchase the hardware and the need to hire additional staff. The StrataCore team worked to help Vix understand the pricing, scalability, and security between both options.

ROI fast facts

Vix Technology IT Infrastructure

- Outsourcing to a dedicated (private) cloud infrastructure provider significantly reduced Vix Technology's labor costs.
- StrataCore's manual reverse auction process and special pricing terms reduced monthly spend by over 60%
- 2nd data center brokered for redundancy and disaster recovery

Benefits of engaging StrataCore

- We eliminate the time you have to spend finding provider fiber routes to on-net buildings and data centers
- We represent over 400 service providers throughout multiple product verticals
- We deliver cost and time savings through thorough pricing and contract negotiation on your behalf
- We work with the senior executives and key decision makers at the providers to ensure efficient and effective contract negotiation

The solution

Vix decided to outsource the majority of the operation to a dedicated (private) cloud/ IaaS provider, while maintaining ownership and responsibility of custom hardware in a connected colocation facility. Outsourcing would ultimately allow Vix to save on labor costs and up front expenditures for hardware. Furthermore, Vix was able to access the service provider's advanced technical staff to design, build, and manage the system. The initial quote for the outsourced services was complex, and the pricing was out of the market range. The team at StrataCore deployed their manual reverse auction process, and utilized special pricing teams at the providers to help reduce costs by over 40%. "StrataCore's industry knowledge and expertise was a great help throughout the process", commented Nick Halden, System Operations Manager.

The result

Working closely with Vix, StrataCore brokered a custom IT infrastructure solution, including dedicated, fully managed storage and servers, virtual servers, VPN tunnels, tape backup, redundant bandwidth connections, routers, switches, tape backup logs, firewalls, and load balancers. This hybrid deployment combined dedicated infrastructure services and private colocation. Also, since uptime is so critical to ORCA, StrataCore brokered a second location in a different city for redundancy and disaster recovery. "We had a very aggressive time line. The StrataCore team worked a process that was very valuable in terms of saving us time and money", said Halden. "Throughout the entire process they provided candid and insightful assessments and market intelligence that brought real value to Vix."

Our services include

- Historical and current pricing trends
- High availability data center selection checklist
- Carrier on-net building lists, service availability and fiber maps
- Tour scheduling
- Metered power rate negotiation
- Direct introductions to data center senior executives
- Manual reverse auction process to secure the best pricing
- Vendor selection matrix
- First redline review of service contracts
- Edits to service provider SLAs
- Ongoing support with issues, disputes and/or SLA credits

About Stratacore

Managing your company's IT infrastructure isn't easy. It takes time keeping up with the latest technology and finding the best prices—especially as you change, grow, or add new locations. It's time you don't have.

StrataCore is here to help. We provide digital network and commercial data center consulting and brokerage services to enterprises that need to secure services across the globe. Our strategic relationships with all major service providers offer us insight into the latest technology trends and opportunities to ensure that your company receives the best services at the best price.

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