

CUSTOMER STORY

SERVPRO modernizes with RapidScale on AWS to launch Workcenter 2.0

SERVPRO, one of the nation's leading fire and water cleanup and restoration companies, partnered with RapidScale and AWS to modernize its legacy IT infrastructure and build Workcenter 2.0, a next-generation enterprise resource planning (ERP) platform supporting over 1,700 franchises across the U.S. and Canada. Workcenter manages work orders, scheduling, tracking, project management, and other critical functions that are essential for operating its business.

The collaboration enabled SERVPRO to migrate more than 250 applications to Amazon Web Services (AWS) within nine months, achieve a 100% uptime by leveraging a fully-automated disaster recovery environment, and deliver a scalable, cloud-native foundation for future innovation.



Challenge

As SERVPRO continued to expand its national footprint, the company's on premises and colocated data centers were reaching their limits.

Capacity and performance issues slowed application delivery and impacted franchise operations.

High maintenance and increased colocation costs made it difficult to scale or deploy new systems efficiently.

The company's primary ERP system, which managed work orders, scheduling, and project tracking for every franchise, was outdated and unable to support the speed and flexibility SERVPRO needed to scale and serve customers effectively.

The legacy environment was vulnerable to outages, which put them at risk for lost revenue.

Limited automation and technical debt from outdated Windows 2008 servers created operational risk and compliance challenges.

Recognizing the need for modernization, SERVPRO set out to rebuild its critical systems in the cloud, maintaining compliance while improving performance and enabling the faster delivery of new capabilities.

Solution

SERVPRO and RapidScale designed and built Workcenter 2.0, creating a net-new application that combined the functionality of Workcenter 1.0 and Xactware's Restoration Manager, a secondary tool they purchased to compensate for Workcenter's deficiencies. The RapidScale team also architected a modern, multi-account AWS landing zone that serves as the operational backbone for SERVPRO's nationwide franchise network. The landing zone features a hybrid networking solution, providing seamless connectivity between their data center and AWS, with centralized authentication in AWS and remote user support. This created a scalable foundation to house the entire IT estate.

The RapidScale team advised SERVPRO to migrate and modernize its entire datacenter footprint for cost and operational efficiency. In addition, RapidScale delivered reliability, disaster recovery, and improved performance while ensuring compliance.

Key components of RapidScale's solution included:

- AWS Control Tower architecture to centralize authentication, networking, and compliance management across all environments.
- AWS Single Sign-On and Active Directory integration to provide secure, role-based access for developers and franchise users.
- Hybrid connectivity through AWS Transit Gateway, AWS Direct Connect, and Site-to-Site VPN for seamless integration between data centers and cloud resources.
- Automated infrastructure delivery using Infrastructure as Code (IaC) built with AWS CloudFormation and AWS Cloud Development Kit (CDK).
- CI/CD pipelines to automate image baking, domain join, and deployment, eliminating manual provisioning and accelerating rollout of new applications.
- Data modernization to migrate databases from Microsoft SQL Server to Amazon Aurora for improved performance, scalability, reliability, and cost efficiency.
- AWS CloudWatch and Application Performance Monitoring (APM) dashboards provided enhanced visibility and monitoring, reducing remediation timelines and improving overall site reliability.
- Multi-regional DR environment, ensuring they met their 100% uptime SLA, which was crucial for managing and servicing their customers 24/7/365 during real-life disasters.

This end-to-end transformation created a resilient, scalable, and secure platform that serves as the foundation for ongoing innovation. Post migration, RapidScale now delivers full lifecycle management of its entire AWS ecosystem in a 24/7 capacity, ensuring it's always up and available for its customers.



"RapidScale's unique expertise in helping customers with strict compliance and security requirements, along with deep knowledge of the AWS platform, enabled us to take advantage of the latest AWS tools and technologies. By leveraging RapidScale's proprietary Cloud Reliability Platform, we were able to confidently migrate from our data center in a timely and cost-effective manner"

Jeff Fields,
CIO, SERVPRO

Key outcomes & business impact

Quality patient care

Migrated over 250 applications

to AWS in under nine months using fully automated CI/CD pipelines.

100% uptime

in its multi-region disaster recovery environment, ensuring uninterrupted operations and franchise support.

Significant cost savings

in Microsoft licensing fees by database replatforming and decommissioning on-premises data centers, which eliminated colocation expenses.

Improved scalability and speed, enabling faster deployment of new franchise tools and capabilities.

Enhanced visibility and monitoring

through AWS CloudWatch and APM dashboards, reducing remediation timelines and improving overall site reliability.

Increased security posture with centralized identity management, multi-account governance, and integrated compliance controls.

These results positioned SERVPRO to better serve its nationwide network of franchises with the agility and reliability needed for modern operations.

Why RapidScale

The company needed more than a migration provider — it needed a trusted advisor with the expertise to redesign its architecture for long-term scalability and resilience. RapidScale was selected because of its:

- Proven AWS expertise in migrating and managing complex, enterprise-scale workloads.
- Deep modernization experience, helping organizations transition from legacy Windows and SQL environments to cloud-native architectures.
- Comprehensive managed services, offering end-to-end governance, security, and operational support through RapidScale's Cloud Reliability Platform
- Strong compliance and security posture, ensuring alignment with SOC II and enterprise-grade data protection requirements.
- Collaborative approach, providing hands-on guidance and transparent communication throughout every phase of SERVPRO's modernization journey.

RapidScale's ability to act as both a strategic consultant and technical execution partner made it the clear choice to lead SERVPRO's transformation to AWS.

**Unbiased Cloud.
Uncompromising Outcomes.**

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