



CUSTOMER STORY

Public accounting company improves business continuity with RapidScale

RapidScale's disaster recovery and cloud backup solutions build a solid foundation for cyber resiliency.



Overview

With 13 branches, 16 partners and 300 employees, this public accounting practice serves clients throughout Kansas. Its services include bookkeeping, payroll, wealth management, and estate and tax planning. For more than 70 years, their certified public accountants have been servicing clients from many different industries in the area.



Outcomes that matter

RapidScaled provided a secure network without having to replace any of their existing infrastructures. RapidScale's engineering team had extensive background and knowledge of VMware Horizon, the company's virtual desktop infrastructure. Thus, the company was able to trust RapidScale with their production environment.

While other competitors bidding on this deal couldn't demonstrate their understanding of the company's VDI, RapidScale had the capabilities to manage their VDI in the event of a disaster.

This solution specifically supports the firm's critical business applications. By taking the time to understand how their business works, RapidScale was able to provide disaster recovery and backup strategies, giving the CIO peace of mind that their business would be well taken care of in the case of an outage or security breach.

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Challenge

In one of the firm's locations, servers were approaching end of life in the next fiscal year, leaving the systems more vulnerable to viruses and failures. With a small IT staff supporting 300 employees, the CIO was frustrated with having to manage not only end-user support, but also all the backup, testing, and maintenance for seven locations.

Another pain point was that the company did not have a best practice DR plan in place. The organization desperately needed to mitigate the risk of downtime from an unexpected event. According to their findings, if the firm experienced any downtime during the non-peak season, the business could lose about \$16,000 per hour. During peak or tax season, the company could potentially lose about \$31,000 per hour. With nearly 70% of the organization's revenue coming in four months out of the year, the firm needed to ensure that its production environment was secured with a robust business continuity and disaster recovery plan.

Solution

RapidScale provided the firm with Disaster Recovery as a Service (DRaaS) and Backup as a Service (BaaS). The company's production environment was kept secure in RapidScale's Tier 3 SSAE 18-certified data centers with a four-hour RTO and near real-time RPO. RapidScale's fully managed cloud services enabled the CIO to offload managing the second data center to the RapidScale team.

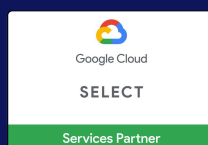
Additionally, the company received a dedicated team that performed all nightly backups and testing, which saved the IT team about eight hours of weekly maintenance. Through RapidScale's professional services, the firm's IT staff was able to focus on supporting its employees and on more strategic projects.



About RapidScale

Whether refreshing legacy IT systems or launching an app that will reach millions, RapidScale empowers your business with a complete set of private and public cloud solutions to simplify IT and unleash innovation.

From Infrastructure as a Service to AI, RapidScale brings you the best portfolio of managed services in the industry, backed by a deep bench of certified experts holding over 400 accreditations. RapidScale has helped hundreds of customers migrate to AWS and Azure while helping over 2000 customers drive the complexity and administration out of IT. RapidScale makes technology your biggest competitive advantage.



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