



A Flawless Migration for MegaPath

“Not a single issue occurred during our move to the cloud,” exclaims MegaPath’s Mike Perusse. “Which is unheard of.”

As CTO/CIO of MegaPath, a leading provider of business telecommunications and connectivity, Perusse oversaw a major transformation of his firm’s data center — including a flawless migration of an entire production environment to Quest’s cloud.

“We moved our entire stack to Quest’s Infrastructure-as-a-Service over a weekend,” says Perusse. “And everything went exactly to plan, on time, and on budget. The naysayers said it couldn’t be done, given the complexity of what we faced and failures they’d witnessed — but they’re all converts now.”

Perusse credits Quest’s team and overall approach to cloud computing for the stunning success of his project.

Quest: a unique cloud vendor

“Quest is fundamentally different from its competitors,” Perusse says. “Quest evaluates your business — your goals, strengths, and weaknesses — and then responds based on what you need, not based on what they offer.”

MegaPath’s journey to the cloud began with its decision to transform into three distinct businesses, including splitting a huge data center between two physical locations to support two new entities.

But what about the third business?

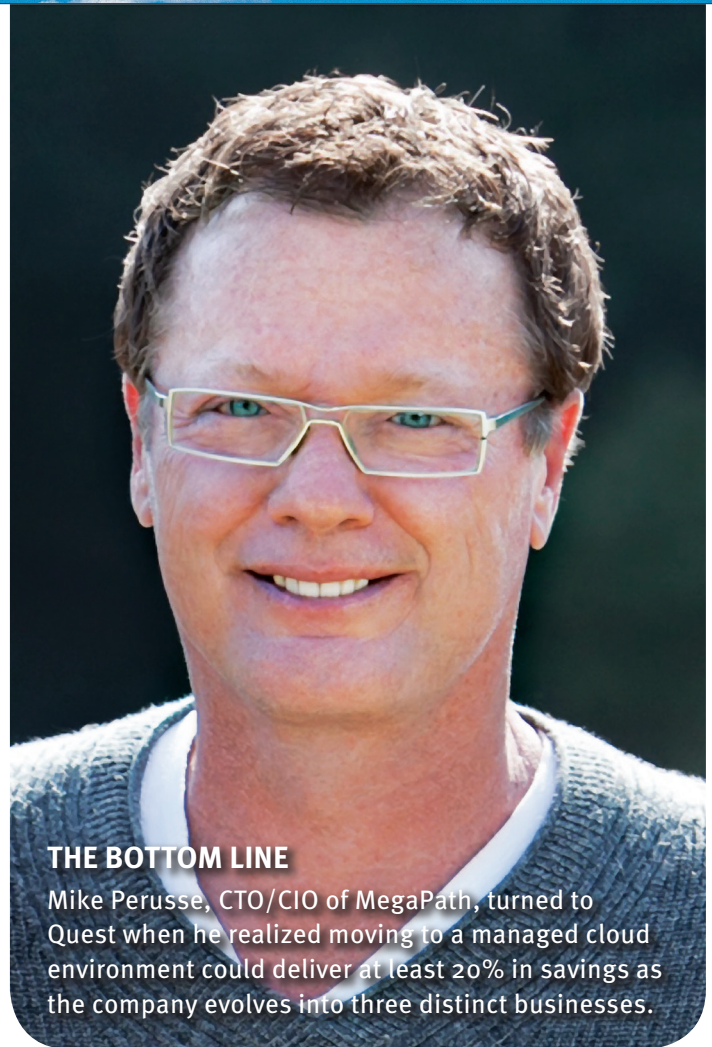
MegaPath had always been an in-house shop — but calculations comparing new-build and cloud options indicated a cloud approach would deliver at least 20 percent in savings. So the choice was obvious. The best cloud partner was not.

Quest’s logical approach

Anticipating “a ton of problems” with the physical move to a cloud environment, Perusse toured a number of data center facilities, all top-tier, all impressive.

What sets Quest apart, he says, is “their logical approach. They provide a managed service rather than a data-center-as-a-service application. That won me over.”

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THE BOTTOM LINE

Mike Perusse, CTO/CIO of MegaPath, turned to Quest when he realized moving to a managed cloud environment could deliver at least 20% in savings as the company evolves into three distinct businesses.

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FROM TIM BURKE...

What Kind of Cloud Customer Are You?

When clients contemplating a move to the cloud ask for advice, we tell them to start by being realistic about what cloud computing actually offers.

Yes, the cloud frees budgets from constant investment in infrastructure, reducing CapEx expenditure.

But the cloud is a technology, not a solution that will automatically deliver benefits like faster time-to-market or streamlined methods or a fix for personnel or process issues within your enterprise.

Next, we advocate a know thyself approach. You'll get the most out of a cloud implementation by understanding what you're trying to accomplish. Be honest about your strengths and weaknesses.

If you're certain about having access to the technical talent you'll need to get from purchase to actual delivery of services, then go it alone.

If you're less certain about what to do once you've ordered up servers and terabytes of data, you'll want some help — which brings us to the last bit of advice: know thy cloud provider.

Cloud providers, like cloud computing itself, come in a dizzying array of options.

So don't let a cloud provider tell you there's only one way to get something done. Those vendors are trying to sell you their product rather than a solution that fits your business.

But you can in fact get exactly what you need without giving up the economies of scale the cloud promises. Ask a trusted technology advisor how.



CHECK OUT MORE OF TIM'S THINKING AT www.questsys.com/CEOBlog/

A FLAWLESS MIGRATION (Cont. from p. 1)

Perusse explains: “Too many vendors offer little more than an environment, which might be appropriate for a startup spinning up a few servers. But I need a complete white-glove service that can effortlessly handle large back-and-front-office operations. Most vendors don't get that, but Quest does. Yes, there are costs. But you have to be reasonable. Quest certainly is.”

For six months, Quest's team, led by Account Manager Justin Trammell and Managed Services Director Matthew Sick, worked with MegaPath to prepare its migration to Quest's cloud.

The final weekend-long production cutover involved more than 500 virtual servers, 87 applications, and MegaPath's entire production environment.

“We were looking for a long-term partner, and Quest absolutely fits the bill.”

From data center to data center, the Quest/MegaPath team migrated the majority of VMs in under 45 seconds, keeping downtime minimal and avoiding negative impacts on customer, support, and partner access. Names and domains were properly set up. Billing, automated provisioning, and quoting systems all worked without a hitch.

Teamwork as it should be

When asked to explain why the project went so smoothly, Perusse points to a good plan and, most importantly, a committed team.

“We had exceptionally talented people with the right expertise and outstanding project management. We were all up-front about strengths and weaknesses. Everyone on the Quest team, as well as our people, worked toward the same goal,” Perusse notes.

“We acted as a proper team should, focused on accomplishing the work in the most efficient manner possible. It truly was a phenomenal team effort.”

Today, Quest provides MegaPath with hybrid cloud services and several managed services, including security, systems, network, and backups. Plans for geo-redundant DR are also in the works.

“We were looking for a long-term partner, and Quest absolutely fits the bill,” says Perusse. “I would not hesitate to recommend them to a colleague.”

Quest Custom IT Services: Integrating Clouds, Managed Services, In-House Assets

Getting your IT operations just right seems to be a never-ending struggle — what should you keep in-house and what should you keep in the cloud? When would you be better off with a managed service?

These are tough questions made tougher still if you lack the comprehensive technical expertise needed to answer them.

One cloud subscription or new appliance at a time, your time ends up swallowed by complex technology hassles.

Ready to fit your IT to your business?

At Quest, we're expert at the customization necessary for integrating and streamlining in-house, cloud, and managed services environments — and we do it in accordance with our clients' goals and budgets.

Keep business goals within reach

Our state-of-the-art data center and networking infrastructure powers our

What Quest Custom IT Services Can Integrate

Quest's Cloud Services

- Infrastructure-as-a-Service
- Desktops-as-a-Service
- Data Protection/Security-as-a-Service
- Disaster Recovery/Business Continuity-as-a-Service
- Messaging and Collaboration -as-a-Service
- App Dev/Test-as-a-Service

Quest's Managed Services

- Network Monitoring and Management
- Server/Application Monitoring and Management
- Managed Security
- Managed Messaging
- Managed Remote Access

Quest's IT Operations Services

Always customized to your business to ensure proper integration and performance of all your Quest Cloud and Managed Services

comprehensive portfolio of cloud, managed, and IT operations services, which are supported by multi-disciplinary teams of highly-trained professional services consultants, project managers, designers, engineers, and product specialists with extensive experience in IT assessment and customization.

Our teams of experts know how to work seamlessly with your staff, systems, policies, and procedures to customize your technology services and assets to fit both your technical and budget requirements and to achieve your business goals.

DID-YOU-KNOW?

Cloud Migration: Are You There Yet?

In 2014, research firm Computer Economics concluded that companies with a single data center spend 10% less on data center operations than those with multiple data centers.*

This helps explain why in 2016, more than half of the average company's IT environment will have migrated to a cloud.

Such findings, part of the IDG Enterprise 2015 Cloud Computing Survey,** continue a trend: in 2015, the average firm had 44% of its IT environment in the cloud. By the end of this year, that portion will reach 56%.

Although enterprises use a mix of public, private, and hybrid cloud models, IDG's survey points to a continuing preference for private clouds. By the end of this year, the

average company will have 27% of its IT environment in a private cloud and 21% in public clouds.

More than half of companies are still figuring out which of their IT operations are suited to the cloud. The top three criteria: sensitivity of the data accessed (83%), importance to daily business operations (82%), and cost (75%).

And while security remains a top concern, confidence in cloud security increased in 2015 among those IDG surveyed, reaching 80% among small to midsize enterprises.

* <http://www.computereconomics.com/article.cfm?id=1923>

** <http://www.cio.com/article/3006604/cloud-computing/it-shops-will-pass-the-cloud-tipping-point-in-2016-survey-finds.html?nsdr=true>

What's New...

Quest Wins CRN 2015 Triple Crown Award



Quest was among 57 North American solution providers to win the prestigious CRN Triple Crown Award in 2015.

The CRN Triple Crown is awarded only to those solution providers who have already been named to three other CRN lists of solution provider excellence, including:

- *Solution Provider 500* (list of North America's largest solution providers),
- *Fast Growth 150* (ranking of the fastest-growing solution providers), and
- *Tech Elite 250* (solution providers with the highest level of certifications from major vendors).

Achieving leadership revenue size while sustaining fast growth and technical sophistication is no easy task.

"The companies that have earned [the] CRN Triple Crown Award are truly among the industry's elite, showing the depth and breadth of sales, technical, and marketing expertise to earn recognition on our premier lists," notes Robert Faletta, CEO of The Channel Company, which publishes CRN.

"As an IT technology integrator for more than 30 years, we are continually evolving in response to industry trends and the needs of our clients, so we're always in a position to provide the acumen and tools so critical for developing and deploying successful solutions," says Tim Burke, President and CEO of Quest. "Many thanks to our hard-working team and, of course, to our customers who have given us so many opportunities to serve as their trusted technology advisor."



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What we offer:
<http://www.questsys.com/ePlaybook>

QUEST ASSESSMENT SERVICES

Test drive our services, evaluate our expertise.

For a complete listing, go to: <http://www.questsys.com/assessment-services.aspx>

Disaster Recovery Workshop

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Cloud Workshop

<http://www.questsys.com/cloud-assessment/>

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