



CenturyLink Solutions Featuring:

CenturyLink™ Dedicated Hosting Collocation

Case Study: BoardDocs



Customer:

BoardDocs
www.boarddocs.com

Business Challenge:

Atlanta-based BoardDocs was experiencing a 50 percent annual growth rate and needed to expand its infrastructure to support operations. The company's requirements included collocation space and services that would deliver high-availability, scalability and timely service support.

Solution:

Decision makers selected the CenturyLink™ Dedicated Hosting Collocation service to house infrastructure in Denver; the CenturyLink™ Managed Hosting service to manage servers and software and the CenturyLink™ CyberCenter® Storage and Backup service to protect customer and enterprise data.

Benefits and Results: *

- The scalability of the CenturyLink solutions easily accommodates the company's 50 percent annual growth rate
- The CenturyLink CyberCenter's (collocation facility) redundant systems provide high availability to BoardDocs software as a service (SaaS) applications
- Protects BoardDocs against outages that trigger SLA payments to customers
- Preserves BoardDocs' reputation among clients and helps to keep customer churn low
- CenturyLink's nationwide footprint allows managers to place future servers close to customers to ensure high performance of the BoardDocs applications
- CenturyLink technicians respond to BoardDocs server issues within minutes
- The CenturyLink technicians' expertise is a valued supplement to BoardDocs' IT staff

*These results are unique to this entity and should not be considered an indication of the amount of savings or improvements, if any, that may be realized by any other entity subscribing to comparable services.

BoardDocs

When hundreds of municipalities and school boards need to prepare for a meeting, they turn to Atlanta, Georgia-based BoardDocs. The company provides solutions that manage every aspect of preparing documents for a meeting: from creation to approval and subsequent distribution.

BoardDocs operates under a software as a service (SaaS) business model, providing users with turnkey, hosted, Web-based applications. That's a perfect fit for public entities with limited IT staffs and budgets. In addition to sidestepping the capital expenditures an on-premises solution would require, IT staffs can remain focused on high priority projects and maintaining existing systems.



The company's hosted applications are maintained at a collocation facility, including blade servers and storage devices. "Our municipal clients have meetings at all hours of the day so we need to be sure our infrastructure provides them round the clock access," said Ari Ioanides, president of BoardDocs.

Facing the Challenges

For the most part, BoardDocs managers were happy with their existing collocation service provider. However, faced with 50 percent annual growth, IT managers needed to add more collocation space and infrastructure to keep pace.

But that wasn't the only consideration. "Our SLAs guarantee a very high level of access to our applications," said Ioanides. "If we fail to meet those promises, not only do we write checks, but our reputation suffers in the industry and customers could start walking away from us."

“Qwest’s response to our RFP was the clear winner because they could provide all the services we needed without having to partner with anyone. We liked that the Qwest CyberCenter incorporates redundant systems and security features to deliver high availability. For a software as a service company like ours, that’s just mission critical.”

—Ari Ioanides, President/Owner, BoardDocs

Part A of the solution was to use a collocation provider whose redundant systems ensured high availability to the company’s servers. Part B was to contract managed services, so that in the event that collocated devices had issues, technicians could quickly address them.

“Unfortunately, our existing collocation provider couldn’t give us the level of service that we needed,” said Ioanides. “We wanted to have qualified people who could put their hands on servers if we ever had a problem. And we wanted someone who could manage our data storage and backup systems as well.”

Providing a Successful Solution

Using these criteria, the BoardDocs IT team evaluated RFP responses from five vendors.

“We chose Qwest primarily because they were able to provide all the services that met our needs,” said Ioanides. “They offered us a single point of contact to address issues, something the other vendors couldn’t do. An added bonus that Qwest gave us was a managed services team that knows our Sun and IBM software.”

BoardDocs personnel worked with CenturyLink technicians to implement the CenturyLink™ Dedicated Hosting Collocation service in Denver. The company’s one rack space houses blade servers and storage devices. Two redundant 100 Mbps Internet connections at the CenturyLink CyberCenters provide customers and employees high-speed connectivity to applications.

Additionally, the company is using the CenturyLink™ Dedicated Hosting Collocation service to monitor and manage servers as well as the company’s Internet firewalls.

To back up and protect customer and enterprise data, BoardDocs managers selected the CenturyLink™ CyberCenter® Storage and Backup service.

Delivering Results*

The comprehensive CenturyLink solutions delivered all the technical capabilities to support BoardDocs’ business model and rapid growth.

Reliability

CenturyLink CyberCenters utilize redundant systems and security measures to ensure a high-availability environment. They are SAS 70 Type II certified and provide high-capacity connectivity to voice and data circuits. As a result, BoardDocs can avoid SLA penalties and customer defection related to outages.

“Our SLAs mandate that for every hour we’re down, we write a check to our customers for one day’s service,” said Ioanides. “Qwest understands that and they’ve helped us build redundancy into our systems and services at every level.”

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Service

CenturyLink's full service portfolio allowed BoardDocs to consolidate services into a single contract. So the IT team has one contract to administer and one point of contact to work with.

"We can call or e-mail our main point of contact 24 hours a day," said loanides. "I would say the customer service has been exemplary. And where it really shines is when something goes wrong. They assign people to the problem, keep us informed and solve it."

CenturyLink's managed service has earned loanides confidence. "If there's an issue with one of our servers the Qwest troubleshooters are there in minutes," said loanides. "That kind of response time translates into better service to our own customers."

Scalability

With rack space to spare, and Internet connections available up to 1 Gbps capacity, BoardDocs can continue its 50 percent annual growth without fear of outgrowing CenturyLink's CyberCenter facilities.

"Knowing that we can scale our infrastructure as we need to makes all our technology decisions much easier," said loanides. "That allows us to focus on revenue-generating operations like marketing and sales."



CenturyLink™
Business

1801 California Street
Denver, CO 80202
1 800-860-1020
www.centurylink.com