Quest | CASE STUDY

Cascade Opts for a Headache-Free IT Infrastructure

There were many reasons Jeff Collins, President of Cascade Orthopedic Supply, Inc., decided to replace his entire in-house IT operation with Quest's Managed Services. But the single most important factor was his desire to stop worrying about the mechanics of IT and focus all of his company's time and energy on its orthotic and prosthetic (O&P) business.

"We rely heavily on technology, and we have a very sophisticated and complex IT infrastructure," notes Jeff. "But managing and maintaining IT is not core to our business. In fact, IT had become very labor-intensive and a distraction from core business activities."

Cascade, a distributor of orthotic and prosthetic products to O&P professionals throughout North America, began its journey from a traditional in-house IT model to a Managed Services model with an investigation into the costs of server virtualization.

At a budget crossroads

"We were at a crossroads," says Jeff. "We knew we needed to move to a virtualized environment, which meant a sizable investment in both equipment and the skilled personnel needed to manage it."

Although doing nothing wasn't an option for a company that depends on technology as much as Cascade does, Jeff was uncomfortable with what he saw as a never-ending need to acquire increasingly expensive skillsets and equipment. It was time, he decided, to look at other options and approaches.

"We looked at quotes for what it would cost to do it in-house and quotes for what it would cost us to get the same capability and functionality via having it hosted in a different environment using Managed Services," reports Jeff. "We did the analysis between the two options and thought, 'Wow, it just really makes sense to push this out to a Managed Services provider.'"

Cascade Orthopedic Supply

THE BOTTOM LINE

An all-Managed-Services approach to IT lets Cascade focus on what's important: Its O&P business.

Cascade Orthopedic Supply *(Cont. from p. 1)*

You can't do that!

Cascade selected Quest and, initially, opted to have Quest host only Cascade's hardware. A bit later, Jeff made the decision to also outsource management of the hardware.

The cost-benefit of pushing it all out had been very apparent on paper — but did it really turn out to be a feasible option in the real world?

"A year ago I would have thought it was a crazy idea and said, 'You can't do that!'," Jeff recalls. "But working with Quest has shown me that this approach works. Quest can deploy the resources needed to manage and maintain our infrastructure. When we have needs that require an onsite person, Quest has IT folks who provide it. We've been able to push through a number of pending IT initiatives. We have the ability to implement new technology in a much more expedient way, and we can react to competitive issues in a timely manner. This is a model we know we can trust."

In fact, Cascade was so confident about the work Quest was doing migrating its infrastructure to Quest's hosting facility that when it came time to bring its new Dallas warehouse online, Quest provided the necessary project management, hardware, and support.

"We've had a wonderful experience with the entire team," Jeff says. "They're competent, accessible, and involved — from our Account Manager, Matthew Sick, to the database and help desk folks to CEO Tim Burke. Everyone at Quest is committed to achieving our project goals. The level of communication and coordination has been top-notch."

Completely managed

Today, Quest serves as the IT department for Cascade, providing and supporting

FROM TIM BURKE...

Virtualization Questions to Answer

If you haven't already begun a virtualization project, you're probably thinking about it. And with good reason. Virtualization is a proven technology, capable of delivering solid cost-savings. But, like any technology, a lot depends on the implementation. In the case of server and desktop virtualization, success or failure will be determined largely by how ready your IT organization is to handle it.

Don't fall for a virtualization vendor's siren song and plunge in. Before you allocate any of your precious budget, you need to ask yourself a few key questions: Is my IT infrastructure virtualization-ready? Do my IT people have the skillsets a virtualized environment demands? What applications are good virtualization candidates?

Testing your apps

Answering those questions will help minimize the possibly of failure. But you can do more. We encourage clients to test their IT environment. For example, to make sure performance isn't degraded when applications run on virtualized desktops, we test a sample of our clients' applications in a simulated virtualized environment. The results tell us up front about any performance issues that need to be addressed.

Remember, you're buying a capability, not a product. If you're unsure about your virtualization-readiness, concerned you'll spend the money and not acquire the capability and benefits, talk to a trusted technology partner. Implementing virtualization should not be an experiment. You don't need to go it alone.

its hardware infrastructure, including servers, routers, switches, and everything else. Quest also manages and maintains Cascade's business applications, working closely with Cascade's ERP vendor to ensure Cascade has the right environment to take full advantage of cost-saving modules offered by the vendor, such as wireless warehouse management.

"I don't think I'll ever have to buy a server or hardware of any sort ever again," says Jeff. "I simply tell Quest what resources or capabilities we need and they provide it. The arrangement gives us tremendous flexibility and scalability without all of the headaches. For a growing business like we have here at Cascade, that's extremely important. We let Quest worry about IT. Our concern is the O&P business."

Quest's Managed and Professional Services:

All the IT You Need – All the Time

Time to focus on your business instead of managing your information technology?

Quest can make sure your IT functions the way it should – without ever commandeering the control you want to keep. We'll help you formulate the IT management environment you need as you need it – anything and everything from managing and maintaining your server, network, security, and/or data storage systems to planning, designing, and testing new capabilities.

Quest experts work seamlessly as part of your team, employing accepted methodologies and integrating with your policies, procedures, infrastructure, and staff. So you have access to a full leading-edge spectrum of business technologies, systems, applications, and expertise without enduring the learning curve or paying all the overhead associated with staying technologically competitive.

Quest has established strategic partnerships with the world's leading IT vendors to offer a comprehensive portfolio that spans and integrates both managed and professional IT services.

Quest Managed Services

Quest Managed Services – which are delivered via our several highly-secure Service Delivery Centers and/or which we can run at your site – include:

- Network Management
- Server/Application Management
- Managed Security
- Data Backup/Storage
- Business Continuity/Disaster Recovery
- Managed Messaging
- Anti-Virus
- Anti-SPAM
- Managed Remote Access

Quest Professional Services

Our multi-disciplinary team of consultants, project managers, designers, engineers, and product specialists always ensure that you get impartial, unbiased help in these key IT disciplines:

- **Management**
  Technology consulting
  Project management
  Technical recruiting and staffing

- **Applications**
  E-commerce development
  Application development
  Email, CRM and ERP development
  SQL and Oracle development and support

- **Platforms**
  Virtualization consulting, design, and implementation
  MS Exchange consulting, design, and implementation
  Single sign-on

- **Infrastructure**
  Enterprise and network consulting, design,
    and implementation
  Microsoft architecture and integration
  Security policy development, forensic, and auditing
  Infrastructure security
  Data center consolidation, design, and deployment
  Call center and voice (VoIP and TDM) consulting,
    design, and deployment

No wonder some clients ask Quest to *be* their IT department.

DID-YOU-KNOW?

Why SMBs Opt for Managed Services

According to Global IT trade group CompTIA's recent *Second Annual SMB Technology Adoption Trends* study*, U.S. small and mid-sized businesses are turning to managed services, virtualization, voice-over-IP, and mobility upgrades to boost their operational and marketing activities.

No less than 80% of those surveyed are seeking technology solutions that "deliver immediate payback in terms of minimum disruption of business continuity and seamless integration with existing solutions."

SMB use of managed services has increased by between 100% and 200% compared to a year ago. Some 37% of SMBs plan to implement server virtualization within a year. And 25% expect to adopt VoIP within the next 12 months.

A look at this year's top SMB priorities shows why managed services and technologies like virtualization and VoIP are so important:

- Fully 55% of the CompTIA survey respondents report strong need to keep up with storage demands,

- Almost three-quarters say they have employees who telecommute, and 87% have mobile employees, and

- More than half (54%) say they are managing burgeoning numbers of devices and networks in order to accommodate these telecommuting and mobile workers.

* http://www.comptia.org/news/pressreleases/10-04-27/
  SMBs_More_Aggressive_in_Technology_Adoption_CompTIA_Study_Finds.aspx

What's New...

Market analyst firm Gartner predicts that the ways we work will continue to change dramatically.* By 2015, believes Tom Austin, vice president and Gartner fellow, 40% of work will be 'non-routine' — up from the current 25%. Austin points to 10 key changes:

• **De-routinization of work.** Because the core value that people add lies in non-routine processes that cannot be automated.

• **Work swarms.** Where emphasis is shifting from solo effort to teams (swarms) that form and dissipate quickly as needed.

• **Weak links.** That is, we'll hardly know who we work with, so we'll depend on slight cues to develop trust.

• **Working with a collective.** These are informal groups operating outside an organization's direct control and they'll impact a firm's success or failure.

• **Work sketch-ups.** The beginnings of patterns of non-routine work.

• **Spontaneous work.** What happens to swarms.

• **Simulation and experimentation.** N-dimensional virtual representations of all manner of data.

• **Pattern sensitivity.** Predicting the effects of disruption in a volatile world.

• **Hyperconnected.** Which will push work (formal and informal) across enterprise boundaries.

• **My place.** The virtual workplace will blur lines between personal and professional.

* Check out the details at http://www.gartner.com/it/page.jsp?id=1416513

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Who We Are: Colleagues describe achieving business systems success with Quest's help.

Data Security Video: Hear direct from the FBI, security experts, and your peers about in-depth security issues and how Quest can help protect your company.

Business Continuity Planning/Disaster Recovery: More than 25% of businesses damaged never recover from natural and/or man-made disasters. Ensure your future.

Video overview of our Infrastructure Services: Wireless, Broadband, Fiber-optics, Fiber Splicing, Infrastructure Cabling, and more.

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