



Customer:  
**DATA CORP**

Customer Location:  
**Miami, FL**

Industry:  
**Managed Service  
Provider**

### The Challenge

Offer outsourced IT services that can manage customers' IT operations today and anticipate their needs tomorrow

### The Solution

Vistara Lifecycle Management for all DATA CORP customer IT environments, including monitoring and alerts, patch and anti-virus management

### Business Benefits

- Proactively resolve customer issues
- Save time and increase engineer productivity
- Sky-high customer satisfaction

## DATA CORP Transforms Its Managed Services Business with Vistara

Vistara Lifecycle Management enables DATA CORP to proactively solve issues before they impact the customer

"Vistara provides greater visibility into our clients' environment, letting us manage our clients more effectively and efficiently. With Vistara, not only has our customer satisfaction gone up, but also we are able to manage more customers and companies with the engineers that we have. Vistara has increased profitability, consistency and insight. The solution pays for itself in preventing downtime for our customers. It allows me to be a better managed service provider."

**Terrisa McMillan, Director of Consulting, DATA CORP**

### About DATA CORP

Data Corporation is a premier South Florida technology company that provides managed services and IT outsourcing to mid and small enterprises. With the advent of cloud computing, DATA CORP moved their business from IT projects to managing IT for clients who struggled to resource IT the way their businesses demanded. DATA CORP expertise helps clients move high cost on-premise infrastructure to cutting edge, cost effective cloud based services such as IaaS and SaaS technology, allowing customers to focus on their core business.

[www.data-corporation.com](http://www.data-corporation.com)

### The Challenge

#### Lacked visibility

While DATA CORP was evolving their business from project-based to true managed services, the company lacked the tools needed to realize their vision to be South Florida's most customer-centric IT company, to develop new services leveraging their expertise to add value, and to respond to changing customer profiles and market conditions.

DATACORP's most critical challenge was the lack of visibility into client environments to proactively prevent and address customer problems. DATACORP engineers were reacting to issues after they occurred, addressing IT problems but lacking the insights to prevent issues that could impact the business.

### **Too many tools**

DATACORP engineers faced two major challenges with the tools that they used to do their job: they had too many tools, and they were too difficult to use. Time was wasted on basic maintenance and working with multiple tools to manage different technology vendor solutions across IT operations management activities.

Major vendors provided management tools, but supporting business services across multiple IT elements meant that engineers needed to access multiple tools to assess and resolve customer issues.

DATACORP engineers needed tools for monitoring, alert management, device and application management, patch management, remote access and reporting, but few tools provided functions across IT operations lifecycle management or the ease of use that they expected. One vendor's alert management was so hard to set up that engineers avoided setting it up for customers. The point tools lacked the monitoring functionality that DATACORP required to serve their customers.

## **The Solution**

DATACORP had specific requirements for their next IT operations management solution:

- Patch management capability
- Proactive visibility into IT infrastructure elements
- Discovery tool to support presales, inventory, and asset discovery
- Flexible solution that allows for scalable customization
- Options for both on-premise and virtual appliances
- Robust and complete Reporting tools

Vistara Lifecycle Management met them all. As a SaaS solution, onboarding customer environments was easy. The DATACORP engineers had some initial training to use the Vistara solution, but "our team picked Vistara up quickly with little training because it is simple to use," says Chris Pena, Helpdesk Manager at DATACORP.

## **Business Benefits**

### **Proactively resolve customer issues**

DATACORP engineers can now identify potential customer issues and proactively act to resolve problems before they impact the customer's business. Robust alerting and dashboards in Vistara empower DATACORP to capture incidents across a customer's IT infrastructure, assess business impact through service mapping, and act.

Terrisa McMillan, Director of Consulting at DATACORP explains, "Running short on disk space? CPU problem? Machine ready to go down? Vistara gives me the ability to give my client a very efficient IT team. It lets them concentrate on what they do, and lets me concentrate on what I do."

For example, Vistara alerted DATACORP engineers when storage was running low at one customer in the financial services industry. When the customer reached the low threshold level, DATACORP worked with the customer to decide whether to clean out storage or purchase more. Without Vistara, the customer would have gone down and out of compliance, resulting in SEC fines.

“Customers want to come in and use their system without worrying about whether it will work. Vistara enables us to go in and proactively manage the environment and let customers know the issues that are on the horizon. It gives them an outsourced IT department that’s effective and efficient,” says McMillan.

### **Engineer productivity**

DATACORP is unique because they not only offer L1 and L2 support, but also have a true L3 engineering team that can handle advanced infrastructure issues. Vistara’s dashboard provides a single pane of glass into DATACORP customer environments, saving time and enabling insights for their engineers.

“We are able to do more with the resources we have because Vistara is so robust in filtering and alerting,” says Pena. “We use the infrastructure browser a lot to remote into customer environments. The single pane of glass reduces our time to manage anything.”

With Vistara, rather than opening each individual vendor’s tool, engineers can use the Vistara dashboard to check status, alert and maintenance records in one place, increasing the number of customers each engineer can support.

“We can pull up all of the virtual machines in Vistara to see what is down,” says Pena. Pre-loaded templates in Vistara also speed up the onboarding of new customer elements.

With remote console access, engineers don’t have to VPN to access customer information. There are multiple points of entry to devices in case of emergencies. For example, if a server is down and RDP to it is also down, the engineer could still resolve the issue through VNC in Vistara.

Vistara’s patch management capabilities eliminate guesswork for DATACORP engineers and decrease the time spent to keep clients up to date.

### **Sky-high customer satisfaction**

DATACORP can tailor their service and better respond to meet customer needs with the visibility and flexibility built into Vistara. The customization, proactive service, and robust reporting has boosted customer satisfaction with DATACORP.

Vistara’s built-in management templates and automation scripts allow rapid customization for each customer without applying the same template to every one. Vistara empowers DATACORP engineers to customize management practices to meet a customer’s unique needs.

McMillan says, “Our clients are not in the IT business. Their business is offering a unique product or service to the marketplace of their industry. The last thing they want to deal with is something they don’t understand and that is IT; however, they rely on IT to make their business exist – at all times.

Vistara allows me to not only make sure their systems are running at the optimal level, but to anticipate future needs to meet their demands of tomorrow.”

## About DATACORP

DATACORP, a premier South Florida technology company with the primary focus of providing businesses “Managed Services and Outsourced IT.” Pioneers in cloud computing, DATACORP was founded in October of 2001 when large and small companies felt the after effects of the 9/11 tragedy. DATACORP’s mission initially was to provide Advanced Infrastructure Project Based Consulting to include Virtualization Technology from Citrix to VMware. Today, we have continued to advance our technology acumen and after 13 years we have taken our current clients as well as new clients from the high cost of “OnPrem” renewal to cutting edge, cost effective Cloud based services such as IAAS, and SAAS technology.

As technology advances, so do the challenges of hiring qualified people to support the infrastructure. With the next generation of technologies, companies will likely see a shortage of qualified resources and an increase in hiring costs as the advanced knowledge will require a more specialized engineer. In today’s fast paced IT world, companies need to be highly agile in managing resources. DATACORP provides a plug-n-play, easy, cost effective solution - Outsourced IT. Outsourced IT is DATACORP’s business, allowing our customer to focus on their core business.

Learn more about DATACORP at

[www.data-corporation.com](http://www.data-corporation.com)

## About Vistara

Vistara provides a comprehensive SaaS solution that delivers IT operations lifecycle management capabilities spanning physical, virtual, cloud and application elements. Vistara automatically discovers a customer’s entire distributed IT infrastructure and enables customers to unify their IT operations, manage public and private clouds, and deliver self-service IT. To learn more about Vistara, visit <http://www.VistaraIT.com>.