

Performance-Driven
Hosting

CASE STUDY

DCL



About FluidOne

At FluidOne, we are proud to be an award-winning Connected Cloud Solutions provider that's consistently achieving one of the highest Net Promoter Scores (NPS) in the industry. Our own national fibre network, Platform One, underlies each of our services and is the most connected network in the UK. Our services cover connectivity, SD-WAN, cyber security, IT & cloud managed services, mobile & IoT, UCaaS and CCaaS.

We design tailored solutions to help each of our customers and partners digitally transform their IT and communications. We combine the services of our specialist partners in cyber security, IT managed services, and UC with our unparalleled connectivity to create multi-cloud and multi-connected environments that are secure and safe for them to use.

About DCL

Established in 2002, Direct Commercial (DCL) is an award-winning insurance underwriter specialising in commercial motor insurance for the UK and Ireland.

Performance-Driven Hosting for DCL

We've supported DCL's journey with different technology solutions to meet their changing requirements since 2012. A recent focus has been their Office 365 roadmap and Managed IaaS. Commercial motor insurance provider Direct Commercial (DCL) have been a FluidOne customer since 2012. As their business has grown and evolved over the years, we've supported their journey with different technology solutions to meet their changing requirements. Having initially signed up for connectivity and Mitel maintenance, they later added IT managed services and server maintenance to the mix. In 2014, they migrated to our Managed IaaS platform, Reliance, which marked the start of a new direction for their IT.



The Challenge

Challenge DCL wanted better performance for their business-critical apps, and the ability to easily test new apps and features.

Following 6 years on our original hosted platform, Reliance, DCL migrated to our new Reliance 2 platform at the start of 2020. Reliance 2 offered DCL improved performance and now hosts the company's 29 business servers in a private MPLS cloud, with a current total storage 12.5TB. DCL use a lot of business-critical apps, including ones for document management, ERP and insurance case administration. These in turn use significant resource, so hosting them on Reliance 2 has enabled DCL to achieve better performance, infrastructure, reduced costs, and improved productivity. Having seen significant growth over the past 3 years, they've increased from approximately 50 users to 165 users now accessing Reliance 2 via Microsoft Remote Desktop Services.



The Solution

Solution A migration to our latest Reliance 2 Managed IaaS platform enabled DCL to achieve better performance, reduced costs, and improved productivity, while providing a flexible, cost-effective test environment for future projects.

A key benefit offered by Reliance 2 is the ability to have a test environment in the same private cloud. This offers the flexibility to scale up or down in a temporary environment, on a simple 30-day term for cost efficiency.

With a number of projects in the pipeline, DCL have taken full advantage of this feature.

In 2019, they migrated to Office 365 from a legacy email service. This was part of their Office 365 roadmap which will see them further incorporate Office 365 apps across the business.

Strategically aligned with this roadmap, multi-factor authentication and conditional access is going to be used to protect their remote Office 365 users before accessing the hosted services. A test environment has therefore been created to enable them to test this enhanced security feature before it goes live on the network.

Due to the sensitive nature of DCL's work, this new project will play a vital role in protecting their customers' data as well as providing valuable IT security for staff. This is of particular importance due to increased levels of remote working.



Result

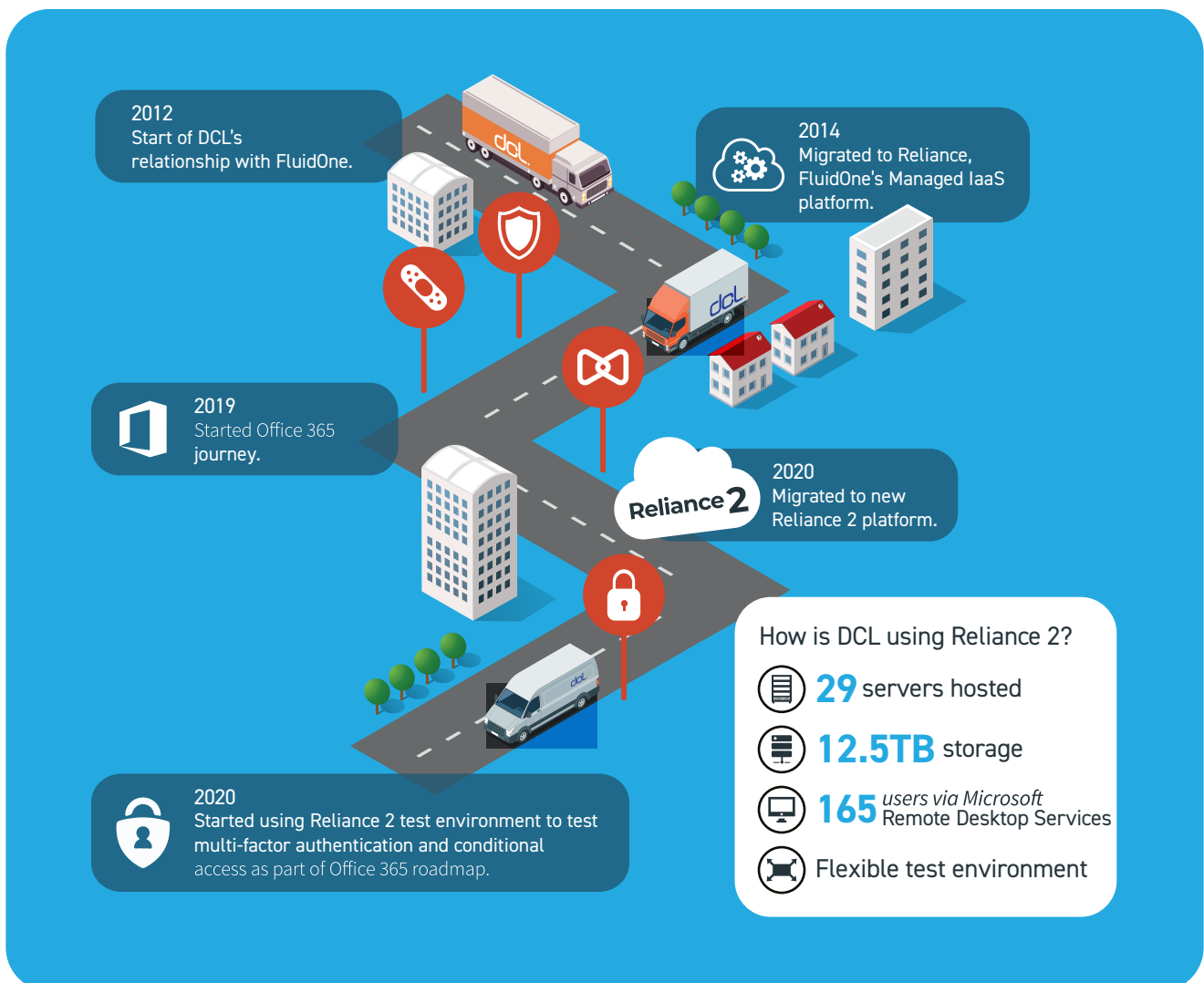
DCL now have co-managed services whereby we complement their in-house IT team. They undertake 1st and 2nd line support in-house, and we provide all 3rd line support, including looking after their servers, network infrastructure, network switches, firewalls and connectivity. This frees up their IT team's time for strategy and planning projects such as their multi-factor authentication and other projects and apps.

DCL are currently working on enhancing their business continuity plans, with a replication project in the pipeline to ensure they could complete disaster recovery within just 15 minutes.

A new, updated version of their ERP app is also on the horizon, and will be prepared for in a test environment on Reliance 2.

"As a growing and expanding business, scalability of IT infrastructure is always key in ensuring the business does not encounter any disruption and operations is ongoing. Fortunately, FluidOne is a partner that grows with the business and gave us the flexibility to put in the right services at the right time in the right way. There were multitudes of challenges we encountered, however FluidOne was always accessible in supporting and assisting us during this period of growth."

Peter Houlihan, IT Manager, Direct Commercial



Get In Touch

We are here to help and with our expertise, we can recommend the right product for your business.