

The Customer

Aperian Global is a global consulting, training, and web tools firm, with expertise in facilitating talent development and business transformation across borders. Through a blended set of solutions, it partners with its clients to:

- Leverage global talent
- Grow the capacity to innovate
- Mobilize resources to successfully execute global strategies
- Create human integration solutions to cross-border challenges
- Synthesize and integrate global knowledge and lessons learned
- Enable leaders, managers, and employees to see and seize global opportunities
- Equip people with skills, knowledge, and insights to succeed in globally diverse environments

With offices in Bangalore, Boston, Copenhagen, Paris, San Francisco, Singapore, Tokyo, and staff and associates on the ground in over eighty locations worldwide, we are able to serve clients on a global scale through local relationships.

The Challenge

Aperian Global is the product of a merger in June 2005 between Boston-based Eaton Consulting Group and San Francisco-based Meridian Global. Aperian Global now has over 200 employees and associates located in over 80 countries.

Its consultants work with individuals at every level of client organizations. Aperian Global's blended solutions are aimed at addressing the specific issues companies are dealing with in their global business activities. Through a combination of consulting, training, and tools, Aperian works to connect customers' global strategy with execution worldwide.

Aperian's challenges in maintaining ownership of an IT infrastructure included:

- Not having the necessary IT resources that could support a 24x7 operation
- Difficulty and cost of creating a technical bench that can support a diverse set of business critical applications
- Having a limited development and testing environment in-house
- Substantial IT associated CapEx and OpEx



Executive Summary

Customer	Aperian Global
Industry	Business Consulting
Challenge	<ul style="list-style-type: none"> ▪ Lack of IT resources to manage a 24x7 operation ▪ Shortage of technical depth ▪ Limited in-house environment for development and testing
Solution	<ul style="list-style-type: none"> ▪ IT Xpress hosting services ▪ MS Xpress remote managed services
Benefits	<ul style="list-style-type: none"> ▪ Full virtualization capability ▪ True 24x7 operation ▪ CapEx and OpEx savings ▪ Improved IT performance through access to broad technical talent ▪ No red tape in service delivery and management ▪ Responsive to changing needs ▪ Excellent admin access and control

"I am extremely happy. FusionStorm has proven to be a great partner with technical resources that work as an extension of my organization 24x7x365. It has treated Aperian at par with any of its larger customers. I clearly get the sense that it is focused on providing superior customer experience."

Derek Leong
Director IT, Aperian Global

The Solution

Before coming to FusionStorm Aperia Global had worked with another service provider. But their experience was marred by frequent process delays in service delivery and management. Aperia decided to look for an IT services partner they could trust, and who met the following criteria:

- Has virtualized environment for development and live business applications
- In-house capability to implement and support virtualized environments
- Good customer reviews and market reputation

Derek Leong, IT Director at Aperia not only found FusionStorm to meet these criteria with flying colors but additionally he was “very impressed by the sales team who were responsive, knowledgeable and very helpful.”

FusionStorm consultants have worked diligently with the customer to assess their needs and create a solution which includes hosting, cloud storage, network monitoring and management, SQL database management and a process for the customer to maintain control of the infrastructure and be able to make changes as needed.

This detailed business analysis led to the selection of the following services from FusionStorm:

- **MS Xpress** remote monitoring and remediation with customized service level agreements (SLAs) ensuring response times are met when problems occur to maintain the highest level of system uptime.
- **IT Xpress** dedicated/managed hosting of customer applications and databases including cloud storage.

Additionally, a Designated Consulting Engineer (DCE) acts as a ongoing subject matter expert on the customer’s environment and provides ongoing technical consulting as needed.

The Benefits

Aperia Global uses the IT Xpress hosting services to support development of web applications and training tools for its business, as well as, to host these centrally for secure global access at FusionStorm’s data centers. It uses the remote monitoring and management to support its networks and network devices to ensure business continuity.

Derek Leong, IT Director, is quite pleased with the outcome of the decision to select FusionStorm for their IT needs:

“Outsourcing and virtualization have saved on CapEx and Opex. Additionally, FusionStorm provides quick and easy access to specialized expertise in different areas.”

Some of the benefits Aperia Global has realized from using FusionStorm’s managed services include:

- Full virtualization capability
- 24x7 operation and security
- No red tape in service delivery and management
- Excellent admin access and control
- Substantial annual CapEx and OpEx savings
- Improved ability to respond to changes in Aperia’s operational needs
- Improved IT performance through access to broad technical talent

Derek summarized his satisfaction with FusionStorm and the solution as follows:

“I am extremely happy. FusionStorm has proven to be a great partner with technical resources that work as an extension of my organization 24x7x365. It has treated Aperia at par with any of its larger customers. I get the sense that it is focused on providing superior customer experience.”

FusionStorm Managed Services				
<p>MS Xpress Remote Managed Services</p> <p>A family of proactive, 24x7 Remote Managed Services for equipment located in the customer’s facilities or a 3rd-party collocation center.</p> <p>→ For more information</p>	<p>IT Xpress Dedicated Hosting</p> <p>A Dedicated Hosting service providing a cost-effective way of hosting applications without the need for CapEx, and without increasing the load on in-house IT staff.</p> <p>→ For more information</p>	<p>IT Xpress DRaaS for VMware</p> <p>This is an "always on" hosted disaster recovery solution supporting an organization's mission critical activities.</p> <p>→ For more information</p>	<p>IT Xpress Cloud Hosting Service</p> <p>An enterprise-class Infrastructure as a Service ideal for both Private and Public Cloud applications.</p> <p>→ For more information</p>	<p>PointCare</p> <p>PointCare is enhanced support and maintenance service delivered by the FusionStorm Service Desk, and provides a powerful alternative to vendor-delivered support.</p> <p>→ For more information</p>