

Taos Develops and Delivers a Customized Managed Services Offering to Meet Client Needs

Executive Summary

This client originally connected with Taos to support their Level 2 Desktop Services on a one-to-one basis. Once an established relationship had been made, the company sought to deepen our resource support with a Technical Project Management consultant who could mentor the team lead for what they were calling "Client Managed Services" (CMS); a portfolio of services including support for deskside, client endpoint asset management and lifecycle, spacecraft Mission Operations console delivery and support, and some applications as services.

The customer had long managed its own IT infrastructure, holding back its engineers and other technical workers from focusing their time on feature deployments, performance improvements, and maintenance of its actual platform. After evaluating several cloud service providers, the company decided Google Cloud was the right choice, and selected partner Taos to help it migrate.

Balancing Control with Freedom

The customer first switched from an internally managed, on-prem infrastructure to its first managed services and noticed a stark lack of control and increased friction. "We had to open tickets to request changes, update permissions, provision memory and CPU, and virtually every other IT task, which did not work for our team," says the VP of Project Management at the customer. "We also didn't have the visibility or monitoring capabilities we had hoped to get from this new approach."

Those problems, combined with network failures that were out of the internal staff's control, pushed the company to look for a new cloud services provider.

"We liked a few cloud providers, but none of them had the infrastructure to support our telephony needs," says the Chief Architect at the customer. "Since telephony is the core of our business, we chose Google Cloud to gain the flexibility and foundation we need in our IT infrastructure."

As the customer team explored Google Cloud as its platform of choice, the company accelerated its timeline due to a deadline of getting off its old service provider's solutions. Given the complex infrastructure that included web services, telephony, an FTP site, and more, Google Cloud suggested the customer engage partner Taos.

The Art of the Workshop

Taos sent its representatives to the customer and delivered a three-day workshop that would outline all of the moving parts needed to work in concert throughout the migration. The workshop included a healthy mixture of Google

Challenges

- Slow changes through MSP
- Unique telephony requirements
- Tight 6 week timeline

Solution

- Workshop to co-create blueprint
- Lift and shift to Google Cloud
- Knowledge transfer on Google capabilities

Results

- Strengthened customer experiences
- Improved platform stability
- Scale + faster response times



24/7 Availability



4ms Transaction Response Time

Cloud fundamentals, migration strategies, and hands-on engineering and design work to formulate the best path forward.

Taos also helped educate the customer in all things Google Cloud, ensuring that the company could capitalize on the full breadth of solutions. The customer credits the workshop with giving it the confidence to move quickly to Google Cloud and developing a blueprint to achieve its goals. The workshop also gave Taos and the customers' employees an opportunity to build the camaraderie vital to completing the project on such a tight timeline.

"Working with the customer has been a great experience," says Kevin Slifer, Director of Google Cloud Delivery at Taos. "They are incredibly skilled and hands-on, so our engineers were able to work with theirs to make magic happen, complete the migration on deadline, and lay the foundation for lasting success in their new IT infrastructure."

With the rollout quickly approaching, the teams had a three-hour window on a Sunday morning to complete the infrastructure lift and shift. They succeeded with no outages or service disruptions.



Creating a Better Experience for Customers, Employees

Since switching to Google Cloud, the customer has seen a marked improvement in its platform stability, with no outages and seamless data transfers combining for a better employee experience. At the same time, the company believes that Google Cloud helps to strengthen customer experiences when interacting with the customer services.

The company keeps a close eye on web service and telephony transactions. If its response times are too slow - even taking 40 milliseconds - carriers will have degradation in call connections. Now, it has seen its transaction response times drop down to about four milliseconds.

"Google Cloud provides more powerful, agile infrastructure, and that means faster response times that make our platform even more scalable," says the Chief Technology Officer at the customer. "With Google Cloud, we aren't seeing spikes in response times like we used to. The performance is guaranteed, and far more stable."

The customer has also enjoyed its newfound ability to self-manage ticketing, provisioning, and other elements of IT utilization without the excessive maintenance demands of on-prem infrastructure.

"We like to be masters of our own universe, and Google Cloud has empowered us to do just that while freeing up our teams to focus on platform improvements and customer service," says the Chief Architect. "That empowers us as a business, and our customers who rely on our services."

Keeping Pace in a Fast-Moving Industry

The customer has seen its industry evolve significantly in the past decade, with customers transitioning away from simple telephony, and networking service demands to more insights, features, and mobility.

"To succeed these days, we need to provide call analytics, PBX integrations, coaching on the fly, and mobile compatibility," says the CTO. "What we can now build on top of our calling services is the real differentiator."

"We had to get this project done in six weeks, and Taos significantly helped us to jump start the project," says the Chief Architect at the customer. "We could have completed the migration on our own if we had six months, but there is no way we would have achieved a six-week time frame without Taos."

Results

In the age of constant collaboration, consumers, and businesses expect communications systems to be available 24/7. Networking service providers must balance a strong, always-connected foundation with frictionless, easy-to-use experiences to be competitive. "If a customer tries to place a call and the line is dead, they would likely start looking for a different service provider," says Kevin. "We pride ourselves on preventing lapses in service, and that is at the heart of our success."

About the customer

For more than 20 years, the customer has been a pioneer and innovator in sales acceleration technology integrating powerful sales tools with its own high-performance communication network to provide automation and visibility into key sales performance analytics. The customer ONE platform delivers actionable insights to drive sales effectiveness helping clients grow revenue faster.

Emerging Technology Consulting and Managed Services

Taos helps today's enterprises and rapidly growing businesses harness the power of the cloud and DevOps with digital transformation and optimization solutions. As a Global Leader of Cloud and DevOps, Taos continues to solve What's Next. Visit taos.com



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