colt

Case Study

A trusted MSP for rapid Oracle Cloud Infrastructure (OCI) migrations

Customer
UK MSP

Business
Managed IT services

Challenge
To provide clients with high-performance, flexible, rapidly delivered connectivity to Oracle Cloud Infrastructure and other cloud environments

Products and services
- On Demand Dedicated Cloud Access

Colt's On Demand service enables a UK MSP to provision cloud connectivity 300 times faster.

Colt's customer is a leading UK managed service provider (MSP) with a wealth of experience and expertise in enterprise IT. Its software and managed IT services clients range from small not-for profits to premier league football clubs and nationwide health platforms.

Among the MSP's specialisms is a thriving Oracle practice, through which it sells Oracle applications and manages clients' Oracle environments. Those environments have traditionally been on-prem, but the MSP is seeing increased appetite from its clients to take advantage of Oracle's investment in OCI, its global enterprise cloud platform.

Among them is a UK-based music rights company that regards technology as critical to its ability to deliver the royalty payments and other services relied on by its 145,000 members.

"We've supported this client through a series of server transformations and IT infrastructure upgrades. Migration to Oracle Cloud Infrastructure was the next logical step in its journey with us to keep its members satisfied," says the MSP's Head of Networks. His 25-strong team of engineers and architects manage networking and voice services for the MSP and its clients.

How soon can we migrate?

Although keen to benefit from the performance and flexibility of a cloud platform, the music rights management company imagined that migration would take a long time. In particular, it expected that getting connected to its OCI environment would be a slow process.

Through its partnership with Colt, the MSP was able to turn the situation on its head, and challenge the client to be ready in time to migrate. That's because the MSP chose to connect the client to OCI using the On Demand experience of Colt Dedicated Cloud Access (DCA).

The On Demand portal puts Colt customers like the MSP in control of their own services. They can self-provision and scale secure, dedicated cloud connectivity in real time, and know they'll only ever pay only for what they use. Colt DCA and the On Demand proposition are supported by an end-to-end SLA; and underpinned by the Colt IQ Network, a 100 Gbps intelligent network that's distributed to more than 900 data centres and data network connection points around the world.

> "With Colt On Demand, the time between placing the order to the service being ready can be as little as four hours, instead of 45 days. So unless there's a limitation on network reach, I can't see why we'd use a connectivity provider other than Colt for future client engagements."

Head of Networks, UK MSP.

"The Colt On Demand service allowed us to connect our client 300 times faster than they expected. The portal lets us quickly plan everything from quotation through to technical implementation, with almost no need to refer to Colt," says the MSP.

The portal does away with the need to pass the project package around between the various technical teams. "This saves time because it removes the communications lag: the next step in the process is picked up straightaway and everything happens in next to no time," says the MSP. The standardised technical documentation that comes as part of the On Demand service helps to speed things up even more.

Faster, lower-cost project delivery

"All in all, On Demand takes a lot of effort out of the delivery process, which means we can complete projects for our clients more quickly and at lower cost," says the MSP.

On top of growing expectations for consumer-like speed of IT project delivery, some organisations also want to accelerate IT projects delayed by the pandemic. In many cases, they're looking at a hybrid environment based on a mix of on-prem and cloud, or that uses multiple cloud environments.

"The choice and flexibility we get with Colt On Demand boosts our confidence that we can meet our clients' needs, no matter how fast they want to move, or how complex the project," says the MSP. To that end, the MSP is turning up On Demand ports in all of its key data centres to further increase its readiness to respond.

With Colt On Demand, the time between placing the order to the service being ready can be as little as four hours instead of 45 days. So unless there's a limitation on network reach, I can't see why we'd use a connectivity provider other than Colt for future client engagements," concludes the MSP's Head of Networks.

For more information please contact us at
+44 (0)20 7863 5510

Website: www.colt.net
Email: sales@colt.net
Linkedin: Colt Technology Services
Twitter: @Colt_Technology
YouTube: Colt Technology Services