

Case Study

Centershift Grows its Business with ViaWest Hosting and Managed Services

Industry: Service Provider for
Self-storage Industry

Solution: Managed hosting, including
managed firewalls, load balancing
and database administration support

Scenario: Centershift (www.centershift.com) provides a robust software application for the self-storage industry. As an application service provider, Centershift provides a unique and modern way for the self-storage businesses to manage operations and facilities over the Internet. Centershift delivers its clients a feature rich solution that includes online reservation and payments, centralized credit card processing, mail house services, built-in gate/security controls, and customized reporting all accessible through an easy to learn, intuitive interface.

Business Challenge: Centershift's business model is unique in that it offers customers a Web-based application, where users can access system data about available rental units and customer accounts from any PC with Internet access. With this model, Centershift has experienced tremendous growth over the past five years. Centershift originally deployed a Sun Solaris Server with 2 CPUs and 2 Gigs of memory. Looking to further develop its product line and to grow without spending increasing amounts of money on IT infrastructure or risk downtime, Centershift turned to ViaWest for hosting and managed services

Solution: ViaWest provides Centershift with a new-level of redundancy, reliability and recoverability virtually unattainable when the company hosted and managed its own servers and applications. ViaWest has deployed a highly availability architecture for Centershift. At the heart of this architecture is a database implemented on 3-node

Linux Oracle Real Application Cluster (RAC). The RAC environment provides Centershift with high performance and availability along with low-cost scalability. In front of the database are duplicate firewalls, load balancers, and web servers combining to create an environment that has a high degree of uptime and availability. Terry Bagley, CEO, believes the ViaWest environment, structure and world-class DBA support has helped to make Centershift applications more responsive. With physical and data security provided by ViaWest, Centershift is confident its mission-critical business applications are protected around-the-clock. Today with ViaWest, Centershift customers enjoy faster application login times and an overall more responsive and robust application that presents data more quickly and consistently.

As a managed hosting provider, ViaWest also provides metrics and performance statistics to monitor how the Centershift system is running. With a benchmark in place, ViaWest works with Centershift to determine software and hardware requirements, eliminating the likelihood of load balancing problems or costly application downtime.

ViaWest's technical team has become an extension to CenterShift's IT staff. ViaWest provides the day operations support, allowing Centershift's technical team to focus on the development cycle of their application and support their customers. Bagley also said ViaWest is a trusted partner because of the company's commitment to solving issues quickly and to taking a real vested interest in their customers.

"We sell ViaWest as much as we sell our own solutions so that we can tout the world class data center, we can share their capabilities among our customer base, which is a great value proposition to our customers," said Bagley.



www.viawest.net

To learn more about how ViaWest can help your business, call a ViaWest representative today at 1-877-448-9378 or email sales@viawest.net.