

# datacate<sup>4</sup>

## CASE STUDY SERIES

December 2019

# BlueDAG LLC Succeeds With Datacate's Cloud Services



*Victor Felix and Mark Wood of BlueDAG record an ADA barrier using BlueDAG's mobile application*

### **In This Edition -**

Datacate's VP Ed LaFrance speaks with Joshua Hovinga, the COO of BlueDAG LLC. BlueDAG is a SaaS provider, offering software solutions for ADA compliance initiatives to both private and public sector clients.



*Joshua Hovinga, COO of BlueDAG LLC*

Welcome to Datacate's case study series! In each edition, we speak with a Datacate client to learn about their business, and how they utilize technology solutions from Datacate to solve problems and deliver services to their clients.

In this case study, Datacate's VP Ed LaFrance speaks with Joshua Hovinga, the COO of BlueDAG LLC. BlueDAG is a SaaS provider, offering software solutions for ADA compliance initiatives to both private and public sector clients.

---

**Ed: Hello, Josh! Tell us a bit about you and your role at BlueDAG?**

Josh: I am the Chief Operations Officer at BlueDAG. I oversee day-to-day activities in all departments, and I'm responsible for strategic planning to ensure operational alignment with directives and goals set forth by the CEO and the Board.

**Ed: What is BlueDAG's market opportunity, and what role does cloud technology play in its services and operations?**

Josh: BlueDAG is a cloud-hosted software system for end-to-end management of ADA evaluation and compliance initiatives. Our software tools simplify and streamline the ADA compliance tasks of both public and private entities, and helps to further access for all.

As a SaaS solution, BlueDAG is heavily reliant on a stable and responsive hosting provider to deliver a positive user experience. Datacate hosts all of our software, the majority of our client's data, and is responsible for delivery to the end-user over the internet.

**Ed: What are the specific needs and challenges that BlueDAG has for its technology stack? What are the critical factors?**

Josh: We need high availability and high performance, of course. Beyond that, each private subscriber has an individual server instance. Different subscribers put different loads on their



systems, so we must be ready for high demand, as well as growing media storage needs on each platform. Additionally, clients who use our mobile app upload large amounts of data and media to cloud storage each time they sync to the portal. This requires that a stable connection be maintained for long periods. This connectivity needs to be available to our subscribers over networks that vary from fast dedicated broadband and public access wifi points like a coffee shop to mobile carrier data connections.

**Ed: How does Datacate uniquely address BlueDAG’s technology needs?**

Josh: Datacate manages our expanding virtual footprint and networking in a highly agile way. Submitting a provisioning ticket will yield an environment and network setup within a very short time. This kind of flexibility is vital, not only for meeting aggressive subscription implementation timelines but in helping us to hold down costs by not paying for unused environments on stand-by.

Datacate also follows the extensive security and monitoring protocols we have in place. Their attention to detail has yielded zero faults in our post-implementation checks. Datacate’s continuous data protection and recovery solutions ensure the integrity of our services and our clients’ data. Their strong network security and recovery solutions support our continuous up-time commitments to our clients.

Their team will, from time to time, make suggestions in line with evolving technologies. These perspectives are invaluable and are closely considered during our internal technology directive meetings.

**Ed: For how long has BlueDAG been using Datacate as its cloud infrastructure vendor?**

Josh: About five years.

**Ed: What has been your overall experience with Datacate as BlueDAG’s cloud infrastructure vendor?**

Josh: Datacate has made it so that BlueDAG can focus on servicing its subscribers. We do not have to worry about service availability, performance, or quality. Datacate’s consistency of service is unchanging and problem-free.

**Ed: How would you rate the quality of service and support that BlueDAG receives from Datacate?**

Josh: Excellent. Their customer service, verbal and email communication, response times, and proactive farsighted strategies far exceed other vendor experiences we have had. Their proactive approach resolves issues before they can become problems, such as resource availability and security updates. They respond to our constant growth and adjust their long term planning to match.



---

**Ed: How would you rate the overall value of the services that BlueDAG receives from Datacate?**

Josh: DDatacate's services are of great value. We have compared their services with those of major cloud providers, and in terms of both cost and overall value, nothing else comes close.

**Ed: How does Datacate's performance compare with other cloud service vendors that BlueDAG has used?**

Josh: After evaluating others, we chose Datacate as our initial provider and continue with them. As Datacate has always been BlueDAG's IaaS provider, I can't speak to that directly. However, from my personal experience with other projects in the past, I have found it is effectively impossible to pick up the phone and get the senior engineer of a big-name cloud provider to talk through something. With Datacate, we practically have a direct line.

**Ed: What kind of end-user experience feedback does BlueDAG get from its clients regarding the services that it delivers via Datacate's cloud technology?**

Josh: Generally, there is no feedback, which is a good thing. In the rare instances where we do get reports of network latency, Datacate investigates and often is willing to help our direct end-users correct a routing issue with their provider.

**Ed: Would you / have you recommended Datacate's services to colleagues and associates?**

Josh: We have and will continue to do so!

---

For more information about BlueDAG's ADA inspection, reporting, and compliance software:



**BlueDAG LLC**  
www.bluedag.com  
sales@bluedag.com  
(916) 473-9444