datacate⁴

CASE STUDY SERIES

February 2020

XTechs Delivers Client Services With Datacate Colocation

XTechs Computer Repair - delivering quality computer services and support to the greater Sacramento area

In This Edition -

Datacate's VP Ed LaFrance speaks with Nik Margulski of XTechs Computer Repair, a technology services and support provider in Sacramento, California. Ed and Nik discuss how XTechs utilizes colocation in Datacate's data center to provide a wide range of services to their clients.

Welcome, and thank you for reading 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, Ed LaFrance speaks with Nik Margulski of XTechs Computer Repair. Ed and Nik discuss how XTechs utilizes colocation in Datacate's data center to provide their clients with backup solutions, remote servers and desktops, and more.

Nik Margulski, CTO at XTechs

Ed: Hello, Nik! Tell us a bit about you. What is your role at XTechs Computer Repair?

Nik: I am the CTO and lead engineer at XTechs. I oversee all things technical. I keep up to date on the latest technology and how we can utilize it to improve our services for our clients.

Ed: What is XTechs's mission - what services do you offer to your clients?

Nik: We offer tailored IT solutions to our customers, from VoIP service and network infrastructure builds to managed services for entire companies. We understand that it's never a case of "one size fits all." With so much technology to choose from, most businesses are not sure what to use or where to go. We bridge that gap for companies by being their trusted advisors.

Ed: Datacate provides your organization with colocation. What role does that play in your operations?

Nik: We utilize Datacate colocation for hosting our mission-critical servers, backups, fail-over for our clients' servers, and hosting of remote workspaces and virtual desktops for other companies.

Ed: What are the specific needs and challenges that XTechs has for its colocation? What are the critical factors?

Nik: Our specific needs are 24/7/365 uptime and availability. That is our number one critical factor. Our second most critical factor is security. Datacate meets or exceeds our requirements in both of these areas.

Ed: How does Datacate uniquely address XTechs's technology needs?

Nik: Datacate provides us with the uptime and availability that we need to meet our commitment to our clients. We have peace of mind knowing that our clients' services will always be available for them.

Ed: For how long has XTechs been using Datacate for colocation?

Nik: For around one year now.

Ed: What has been your overall experience with Datacate as XTechs's colocation provider?

Nik: The experience has been great. The staff is friendly, professional, and personable. Very easy to work with.

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

Nik: I would rate it very highly. On a scale from one to five with five being the highest, I would give Datacate a five.

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

Nik: Same as for quality: five out of five.

Ed: How has Datacate's performance compared with other colocation vendors that XTechs has used?

Nik: We have not co-located with any other vendors in the same capacity. In the past, we have used compute and storage from the big-name cloud vendors as well as some smaller companies. Building our servers and co-locating them at Datacate's data center has afforded us greater versatility and costs savings.

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

Nik: The end-user feedback has been great. We have clients with employees that are spread across the country, and they love the flexibility of virtual networks in lieu of needing to have everyone in the same office.

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

Nik: Yes. I can highly recommend Datacate's services.

Ed: Any closing thoughts or additional comments?

Nik: When we first set up our colocation at Datacate, I was not sure how much use we would derive from it, as we were accustomed to using the big-name cloud providers for server instances. I am now finding more and more use cases and am really happy with the decision to partner with Datacate.

For more information about XTechs' services:

9172 Greenback Ln Unit C
Orangevale, CA 95662
https://xtechs.support/
nik@xtechs.support
916.987.7111

Datacate, Inc. | 2999 Gold Canal Dr | Rancho Cordova, CA 95670 | 916.526.0737 | 855.722.2656 | info@datacate.net | www.datacate.net

4