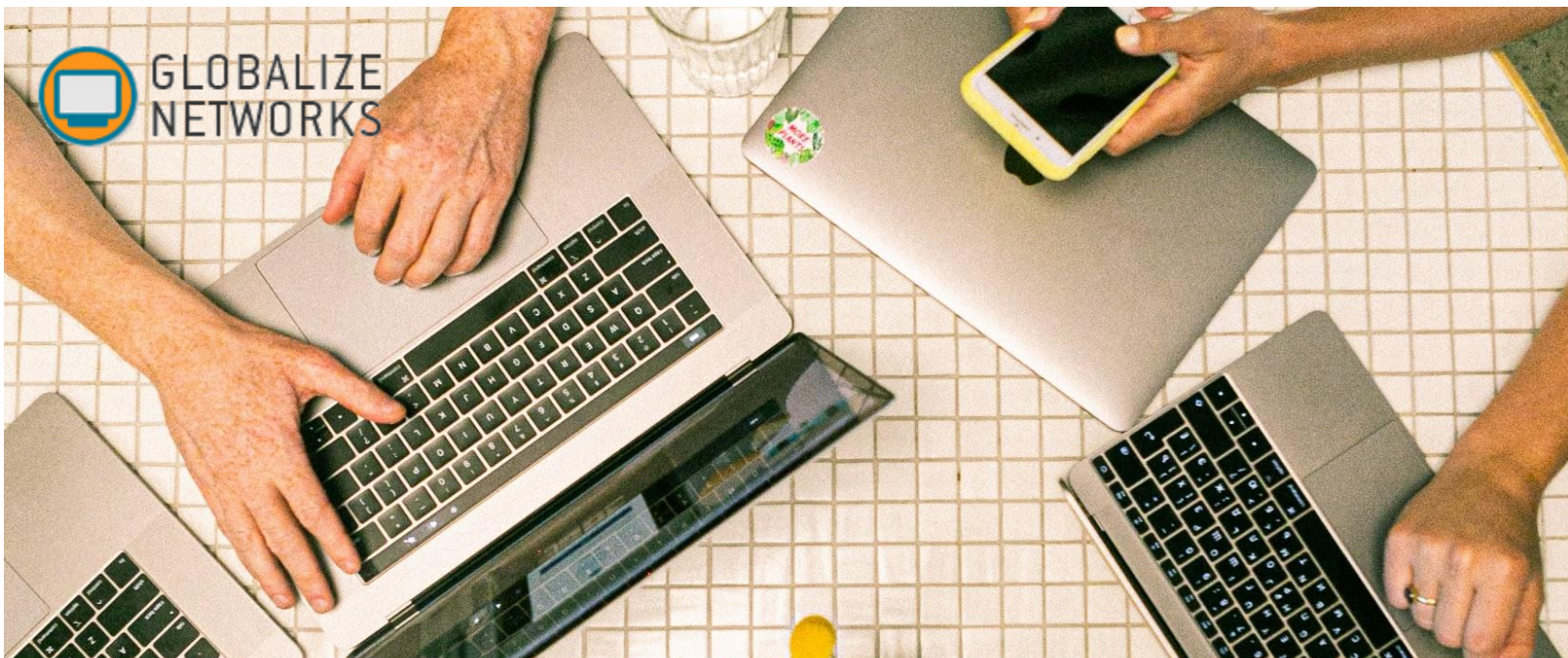# datacate⁴

CASE STUDY SERIES

April 2021

Globalize Networks Supports Client IT With Datacate Colocation

Globalize Networks LLC - IT support customized for your business

In This Edition -

Datacate's VP Ed LaFrance speaks with Scott Jackisch of Globalize Networks LLC, an IT service provider for businesses in Oakland and the San Francisco Bay Area. Ed and Scott discuss how Globalize Networks utilizes Datacate's colocation services to provide private cloud solutions to their clients.

Scott Jackisch, founder of Globalize Networks

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 Scott Jackisch of Globalize Networks LLC. Ed and Scott discuss how Globalize Networks utilizes Datacate's colocation services to provide private cloud solutions to their clients.

Ed: Hello, Scott! Tell us a bit about you. What is your role at Globalize Networks LLC?

Scott: I founded Globalize Networks in 2005 after working for several years as a Hosting Services Engineer for Itron, where I supported their Enterprise Energy Management platform. I work primarily as a technologist and project manager. Our work with Bay Area startups has included a broad range of technology and business requirements.

What is Globalize Networks LLC's market opportunity - what products and services do you offer to your clients?

Scott: We focus on solving all the technological requirements of small and mid-sized businesses in the northern California Bay Area. We provide a broad range of services, such as building and supporting networks, server administration, backup/disaster recovery solutions, managing third-party services like cloud hosting and web applications, developing IT policies, website administration, and more. We provide flexible services to give businesses the support they need when they need it. We also implement and manage cloud services for many of our clients.

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

Scott: Datacate allows us to provide private cloud solutions to clients at a fraction of the cost of the major providers such as Azure and AWS while also providing greater flexibility in network integration and comparable uptime percentages. We host everything from enterprise applications to disaster recovery sites to virtual desktops for business applications.

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

Scott: We need a location outside of the Bay Area Disaster impact zone, and Datacate's Sacramento-area data center filled the requirement. We also require enterprise-class services like datacenter grade cooling, redundant power with generator backups, multi-tier redundant ISPs, excellent physical security, and 24x7 staffing with remote hands. Datacate meets or exceeds our requirements on all of these points.

Ed: How does Datacate uniquely address Globalize Networks LLC's technology needs?

Scott: Datacate has provided a superior experience: great support and remote hands, reliable system uptime, flexible contracts.

Ed: For how long has Globalize Networks LLC been using Datacate for colocation?

Scott: We've been with Datacate since 2014 when they merged with Connex Internet Services. We started our relationship with Connex in 2012, so it's been nine years overall.

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

Scott: We have been very pleased with Datacate. They have consistently provided high-quality service and support, which has helped us drive consistent hosting revenue.

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

Scott: Datatcate's customer service and technical support are top-notch. Datacate techs are very responsive and have been able to solve every problem that we've thrown at them.

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

Scott: Excellent value. Rates are all in line with the market, but services are way above average.

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

Scott: I have worked with several other big colocation providers, including Level 3 and Hurricane Electric. Datacate's support and reliability have surpassed them all.

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

Scott: We don't get much feedback from our clients, which is how it should be. They expect us to deliver all of their requirements with no downtime. Since we rarely have issues, they have nothing to comment on.

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

Scott: I recommend Datacate services to my clients and have done so many times over the years.

Ed: Any closing thoughts or additional comments?

Scott: You folks are doing a great job, I am delighted that I found your service, and I look forward to working with you for a long time

For more information about Globalize Networks' services:

GLOBALIZE NETWORKS

San Francisco Bay Area: (510) 485-0781
Scottsdale, AZ: (480) 744-1325
info@globalizenetworks.com
http://globalizenetworks.com

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

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