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CASE STUDY SERIES

May 2021

FTA Computer Consultants Serves Up Private Cloud From Datacate Data Centers

FTA Computer Consultants, Inc. - networking, server support, database, cloud, and cybersecurity services.

In This Edition -

Datacate's VP Ed LaFrance speaks with Richard Taha of FTA Computer Consultants, Inc., a family-owned IT services provider located in San Mateo, California. Ed and Richard discuss how FTA utilizes Datacate's colocation services to provide private and hybrid cloud services to its clients.

Richard Taha, Managing Director of FTA

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 Richard Taha of FTA Computer Consultants, Inc. Ed and Richard discuss how FTA utilizes Datacate's colocation services to provide virtualization and cloud solutions to its clients.

Ed: Tell us a bit about you. What is your role at FTA Computer Consultants?

Richard: We are a family-owned and operated business. I started the firm in 1982 and serve as the Managing Director of the company. My son, Darian Taha, joined the company a few years later as our Chief Technical Officer. My daughter Emma Hambleton joined us more recently and is our Administrator. We have both full-time and contracted staff.

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

Richard: We specialize in supporting the IT needs of small to medium-sized companies. They range in size from four users to more than 50. Our client base is diverse and includes CPAs, attorneys, and manufacturers. We provide services for networking, server support, database, cloud, and cybersecurity. Our website lists all our offerings.

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

Richard: Datacate is one of the three pillars of client support. FTA offers client IT, public cloud, and private cloud support. Datacate's data center is our primary location for private and hybrid cloud-based server support.

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

Richard: The main critical factor is 24/7 availability for clients who have multiple shifts. Due to power issues in the Bay Area, more customers are looking to house their servers in reliable power locations with power backup. Datacate's colocation offering includes multiple levels of redundancy in power infrastructure that has not been affected by the rolling blackouts we occasionally experience in our area.

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

Richard: Datacate has provided us with a safe and secure data center, easily accessible from our offices. Security is critical to our customers, so the added physical security is a crucial selling point.

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

Richard: We've been co-locating with Datacate for ten years and counting.

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

Richard: We have had a great experience; we cannot recall any outages or service issues.

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

Richard: Excellent.

Ed: How would you rate the overall value of the service that FTA receives from Datacate?

Richard: With its uptime and convenient location, we find the value to be very high.

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

Richard: We tried another vendor we also considered one in the East Bay, but the overall value of Datacate won us over.

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

Richard: They are happy that their data lives in the heart of Silicon Valley rather than a remote location like Georgia or Texas and that it is physically accessible in case of emergencies.

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

Richard: Yes, of course.

Ed: Any closing thoughts or additional comments?

Richard: As a long-term client of Datacate, we are delighted with the availability and proximity of the location. Datacate rarely hears from us because they are an above-par service provider.

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