datacate⁴

CASE STUDY SERIES

May 2021

Vandelay Industries Protects Clients With Backup, Monitoring Stack at Datacate

Vandelay Industries offers technology and cybersecurity solutions tailored to healthcare, business, law, and finance

In This Edition -

Datacate's VP Ed LaFrance speaks with Ben Hardt of Vandelay Industries, a provider of I.T. solutions for business problems. Ed and Ben discuss how Vandelay utilizes Datacate's colocation services for their systems that protect and monitor their client assets.

Ben Hardt, Owner of Vandelay Industries

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 Ben Hardt of Vandelay Industries. Ed and Ben discuss how Vandelay utilizes Datacate's colocation services to support continuity of client systems.

Ed: Tell us a bit about you. What is your role at Vandelay Industries?

Ben: I'm the owner at Vandelay Industries, but my role extends to nearly all facets of the business. I'm involved in sales (isn't every small business owner?) and service delivery. And obviously, I am responsible for the day-to-day operations of the business, employees, office space, equipment, etc.

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

Ben: Vandelay Industries began as a services-based company back in 2003, serving primarily legal and state government clients. Over time our vertical niche has changed and narrowed somewhat. Approximately 85% of our business now focuses on service delivery to small healthcare organizations. Your doctors' office is an excellent example of an ideal client for us. We also work with other business types, including financial services, legal, and specialized manufacturing. I believe that our focus on personal relationships is what sets us apart. We use remote support tools - we would be irresponsible not to - but our number one asset is the team at Vandelay and their ability to work with people. Computers are easy (mostly); people are what makes this industry special. All that said, we are at heart a Managed Services Provider. Our core competency is supporting the on-premises base technology stack for our clients. This includes physical and virtual server design and support, workstation support, network and firewall/security support, and application support. We have unparalleled knowledge in the specifics of supporting our verticals.

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

Ben: We use our Datacate colocation in several ways. Datacate provides high-quality data center capabilities for our Veeam CloudConnect backup replication framework, which we use to offer CloudConnect offsite replication to our Veeam clients. Our Datacate colocation hosts our N-Able (formerly N-Central by SolarWinds) remote monitoring and management platform. The colo also provides data center capabilities for our private label email hosting, ArcherMail.

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

Ben: As a small, local business, we must have physical access to our collocated equipment. Our offerings are based on servers and storage that we manage, and access to that equipment is critical. However, we can't afford to skimp on power or bandwidth, and Datacate provides enterprise-level service for both.

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

Ben: I found Datacate almost accidentally several years ago, and we shared space with another business that I have partnered with for a long time. Their needs changed, and I found that Datacate remained uniquely positioned to provide the services we need, with room for growth. Quality rack space, power, and bandwidth are important factors, but Datacate also has some very experienced engineers on staff available to help solve problems when they arise.

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

Ben: We have been using Datacate for approximately five years.

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

Ben: Our ongoing relationship with Datacate has been a positive experience. Response to issues is always prompt, availability of resources is excellent, and we expect to continue long term with Datacate hosting our equipment.

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

Ben: The engineering staff is excellent. Chris in particular knows his stuff.

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

Ben: Value has different criteria for different people. Our criteria are that our data center be local, highly accessible to authorized users, supported 24x7x365, and reasonably priced. For us, Datacate meets all those criteria with ease.

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

Ben: We have used the big data centers in the past, either for our own needs or in support of other clients, and while they have large buildings and large budgets, their prices reflect their higher overhead while the product is nearly identical. For us, massive big-tech companies operating at a national scale are exactly what we didn't want. We know the people at Datacate, and they know us. It's an excellent match for Vandelay Industries.

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

Ben: Our clients are blissfully unaware of who our host is, which is as it should be. In this business, it's often the case that "no news is good news." One of the selling points to our CloudConnect backup replication product is that, in an emergency where data needs physical recovery from our Datacate colocation, it's a 20-minute drive instead of a 24 hour expedited delivery. Hours count.

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

Ben: I would and I have.

Ed: Any closing thoughts or additional comments?

Ben: I should really get a discount for this glowing review ;-)

For more information about Vandelay's services:

5750 Sunrise Blvd #110
Citrus Heights, CA 95610
(916) 538-4588
https://www.sayvandelay.com

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