

## A CASE STUDY FOR:

# CALM SOLUTIONS

Superior Asset Management for the Utilities Sector with Rackspace and Microsoft Office 365™

### BUSINESS

CALM Solutions – Asset Management

### CHALLENGES

A desire to build a more collaborative and responsive business during a time of international expansion

### SOLUTION

Rackspace Managed Hybrid Cloud and Fanatical Support™ for Microsoft Office 365

### OUTCOME

The combination of Office 365 within a high performance hybrid cloud environment, layered beneath Fanatical Support delivers the ultimate in collaborative working, efficiency, flexibility and resilience





CALM Solutions grew from first-hand experience of the data legacy issues the UK Water Industry was struggling to deal with.

They identified an opportunity to create new technical and engineering solutions that would work hand-in-hand to assist utility companies in getting up to speed. CALM Solutions is totally unique and are disrupting the market by driving change, delivering efficiencies and solving long-term problems in sustainable new ways. What sets CALM Solutions apart is the agility of their business model – to achieve this they work with Rackspace utilising a Fanatical Support® for Microsoft Office 365™ solution within a managed hybrid cloud environment.

## A GROWING SOLUTION FOR A GROWING BUSINESS

CALM Solutions started off with a managed public cloud offering, utilising the wealth of offerings available. But as they have grown in size, expanded into new overseas territories, and attracted more and more big name customers, they have worked with Rackspace to evolve a managed hybrid offering. Adding private cloud to their environment leverages extra security features, boosts resilience and ensures a future proof solution.

Drew Alexander, IT Director at CALM Solutions explains: “The public cloud gave us a chance to get to where we wanted to be very quickly. The opportunity to have an enterprise-grade infrastructure without taking on large costs meant we could spin up servers really quickly to develop our products and services and take them to market.

As our solutions and customer base have grown so too has our infrastructure. Rackspace built out a hybrid solution that incorporates the private cloud to ensure a resilient, flexible and robust hosting solution for both now and the future.”

## BOOSTING RESPONSIVENESS

Following the evolution to a hybrid infrastructure, CALM Solutions looked to Rackspace to help them take advantage of latest technologies in order to build a more collaborative and responsive working approach.

Fanatical Support® for Office 365 brings together the industry-leading Microsoft Office 365 suite of technologies, with Rackspace hosting expertise and award-winning support. The offering helps businesses get the very best out of the platform to achieve the ultimate in collaborative working and efficiency.

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“THE COMBINATION OF OFFICE 365 WITHIN A HIGH PERFORMANCE HYBRID CLOUD ENVIRONMENT, LAYERED BENEATH FANATICAL SUPPORT MAKES RACKSPACE STAND OUT FROM ALL OTHER HOSTING PROVIDERS TO GENERATE VAST BENEFITS FOR OUR BUSINESS.”

DREW ALEXANDER :: IT Director at CALM Solutions

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“RACKSPACE MANAGE THE SOLUTION FROM END-TO-END, RECOMMENDING UPGRADES AND PATCHES WE CAN APPLY TO OUR ENVIRONMENT, AS WELL AS CONDUCTING REGULAR HEALTH CHECKS. THE RESULT IS, WE ARE FREE TO FOCUS ON DAY-TO-DAY ACTIVITIES AND THE GROWTH OF OUR BUSINESS ”

**DREW ALEXANDER** :: IT Director at CALM Solutions

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From end-to-end, Rackspace worked with CALM Solutions to migrate to Office 365. Drew explains: “Adopting Office 365 has allowed us to boost collaboration with both business users and customers, via functionality that includes OneDrive and SharePoint – as a result we’re able to deliver a far more reactive response.”

He concludes: “The combination of Office 365 within a high performance hybrid cloud environment, layered beneath Fanatical Support makes Rackspace stand out from all other hosting providers to generate vast benefits for our business.

Rackspace really know about the product and how to get the best out of the functionality available. They’re constantly up to date with latest developments and this means we don’t have to be. Rackspace manage the solution from end-to-end, recommending upgrades and patches we can apply to our environment, as well as conducting regular health checks. The result is, we are free to focus on day-to-day activities and the growth of our business – I would recommend them to anyone.”

## ABOUT RACKSPACE

Rackspace (NYSE: RAX), **the #1 managed cloud company**, helps businesses tap the power of cloud computing without the challenge and expense of managing complex IT infrastructure and application platforms on their own. Rackspace engineers deliver specialised expertise on top of leading technologies developed by OpenStack®, Microsoft®, VMware® and others, through a results-obsessed service known as **Fanatical Support®**.

Learn more at [www.rackspace.co.uk](http://www.rackspace.co.uk)

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