



Industry: Technology

Location: UK



Challenge

This cloud management company has been offering cloud hosting, cloud services, and security services that are personalized to the needs of their clients and are looked after by their solutions-focused team. As their business was beginning to scale up to accommodate more clients and potential clients, they were looking for an outsourcing partner to aid them in responding to the cloud support demand for them to better focus on operational management and save on operational cost. The company was initially looking for an outsourcing partner that could provide a team of highly qualified System Administrators in the United Kingdom but the high priced market and the limited talent availability were the major challenges they faced.

Goal

Their aim was to continue the cloud services they are providing for their clients but at a lower operational cost. An outsourcing partner that can help them build a great team of cloud management specialists and experts was the goal to keep their services up and running smoothly at all times in liaison with their UK in-house support team. In return, as they build a great team of cloud management support, they can timely respond to unique needs and troubleshooting issues that their customers may potentially encounter whilst delivering the best cloud hosting service in the market. They also aim to help many types of organisations transform and grow using leading-edge cloud technologies. They could only achieve these goals if they partnered with an outsourcing company that responds to their goals and vision while saving on operational costs.



Results

Their partnership with Infinit-O resulted in **better client satisfaction**, an overall **increase in team productivity**, and most importantly the **cost reduction of 70% while building a great cloud management team that helped improve their business revenue**. The dedicated team of System Administrators can respond quickly to the alerts generated by monitoring systems and provide technical support to cloud management issues such as data breach which results in increased client satisfaction rating.

The great relationship built has **ensured expansion** of AWS & Azure Engineers who understand the ability of infrastructure-as-code and containerization into transforming how workloads are run and managed in the modern cloud-native era especially with the remote work shift. All the while retaining the System Administrator team that was initially built for them. Infinit-O helped them **scale up** through **quickly building a great team just within 45 days**.



Infinit-O Partnership

Infinit-O's aim is to create long lasting partnerships and endless opportunities in the field of cloud management. We can assist in building a great team of dedicated System Administrators and cloud management professionals to address the ever growing demand in cloud support and managing cloud migrations with ease and together lessen any possible data breaches while making sure that key performance indicators are met while saving 70% on operational cost. **We are also ISO 27001 and 9001 certified and GDPR-compliant**, so their company and client's data are safe.

Infinit-O provides a strong combination of business consultancy, process optimization, and collaboratively we built a great cloud management team with our client. From more than a year and more years to come, Infinit-O will provide the necessary assistance it can offer to technology and support teams to companies for better cloud management services in this new normal of remote work.

They started small, we exceeded their expectations and we hope to continue to grow the partnership for many years to come.

Start small. Exceed expectations.
Think infinitely. Think Infinit-O.

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about us, click:

