

REHMANN REAPS THE BENEFITS OF GREAT SERVICE AND COMMUNICATION

EXECUTIVE SUMMARY

Customer:

Rehmann

Location:

Troy, Michigan

Industry:

Financial Services

US Signal Services

- + vCloud-powered VMware Infrastructure as a Service (IaaS) - Enterprise Cloud
- + Enterprise Backup as a Service
- + Disaster-Recovery-as-a-Service (DRaaS)
- + Internet Access

Results

- + Freed internal resources
- + Reduced the number of service providers from three to one
- + Moved most applications to the cloud, which provided scalability, flexibility and greater security
- + Lowered costs through managed services

Change is good. That's what a financial services firm discovered when they switched from their previous service provider to US Signal. It wasn't just the lower costs. Learn why exceptional service and proactive communication make a difference.

About the Customer

Rehmann is a business consulting and financial firm with 22 branches in Michigan, Ohio and Florida. It has been offering financial solutions for more than 75 years and relies on its IT systems to stay connected and serve its customers.

The Situation

Before 2018, Rehmann was using one company for disaster recovery services, another company for backup and a third for Infrastructure-as-a-Service. Unfortunately, none of these companies were living up to Rehmann's expectations: the customer support was subpar, the agreed upon services were not accurately being delivered and Rehmann's own IT team was spending hours working on issues they discovered themselves.



Eventually, Rehmann decided it was time to identify one company that could provide all of the services it required, at its desired quality levels. Additionally, Rehmann wanted a company that had years of experience as a service provider, offered security services that would protect their sensitive financial data, stored its data regionally and would take over the responsibility of managing its data center lifecycle and hypervisor licensing.

The Solution

The answer was US Signal. Rehmann was impressed with US Signal's physical data center options throughout the Midwest, security practices and its competitive pricing. In fact, the cost of Rehmann's previous disaster recovery service was more than US Signal's price tag for disaster recovery, backup and Infrastructure-as-a-Service combined.

Rehmann was also impressed with US Signal's onboarding process. US Signal took a whiteglove service approach to the process, handling Rehmann's data with the utmost care. If any issue arose, US Signal was able to remediate it quickly, usually by the next day.

The Partnership

"US Signal is really on top of production changes, resource pools and recovery workflows," said Chris Fitzmaurice, senior manager of IT Infrastructure at Rehmann. "The biggest benefit for us is that it provides high-quality managed services we can trust, so we can continue to focus on what's important to our company and team—keeping the business constantly connecting while growing its success."

It's been nearly a year since Rehmann decided to become a US Signal customer, and Fitzmaurice couldn't be happier with the choice. He said US Signal is very responsive, and its infrastructure has been stable and highly effective. He especially appreciates how US Signal proactively reaches out when they discover issues in their environment.

"US Signal, keep doing what you're doing," Fitzmaurice said. "We've been very happy, and we're looking forward to seeing new services."

Learn More

To learn how teaming up with US Signal can benefit your company, call 866.2.SIGNAL or email us at info@ussignal.com.