MANAGEWISE™
IT ASSISTANCE
for an ARCHITECTURAL FIRM

THE CLIENT

An award-winning innovative architecture, environmental design, and planning firm based in the southwest used Nutanix as an essential component of their operations to facilitate the firm's powerful architecture design/CAD software quickly and remotely.

THE CHALLENGES

The firm struggled with a complex Nutanix installation and no in-house IT staff. The maintenance and updates for the Nutanix Frame operating system were about a year and a half behind, causing some connectivity loss, communication issues, and malfunctions.

Additional challenges occurred due to NVIDIA Tesla advanced graphics cards, which can be especially difficult to update.

The organization also needed to ensure their backup solution was configured correctly in case of an outage since their existing solution was going to the backup server without proper recoverability.

The overall health of their IT environment was another concern as they were in between IT providers.

The architectural firm looked to Nutanix for an expert IT partner to support their needs, and Nutanix referred them to cStor.

AT A GLANCE

Challenges

- Complex Nutanix installation not functioning properly
- No in-house IT staff
- Updates & maintenance about 18 months behind
- Concern with data backups
- Overall IT environment in poor health

---

cStor, A MicroAge Company, helped ensure the mission-critical Nutanix installation was properly configured and optimized to run design software effectively when and how it was needed.

MicroAge®

cStor™
A MicroAge Company

MANAGEWISE™
IT ASSISTANCE
for an ARCHITECTURAL FIRM

THE SOLUTION

cStor, A MicroAge Company, proposed ManageWise for Nutanix to keep the architectural firm operational since they lacked an in-house IT department. ManageWise helped fill this gap by providing a flexible, affordable solution for their Nutanix installation and maintenance.

cStor was able to quickly and successfully update and optimize the Nutanix installation. They also helped the client attain more in-depth knowledge regarding their Nutanix installation by cross-training the in-house staff and involving them in the remediation process while educating them along the way.

In addition, cStor conducted a health assessment and provided SSL certification to ensure the overall health of the firm's virtual environment. The team also set up snapshots to confirm proper backups were in place.

THE RESULTS

cStor was able to completely resolve all the challenges the firm was facing and provided them with an optimized, healthy IT environment.

The ManageWise service now provides the client with a highly customizable scope of work scheduled on a proactive basis, including bi-annual health checks and remediation, plus pre-purchased IT support hours. On average, cStor works with the client twice a month to support their IT needs, providing day-to-day support, special project support, health checks, and fast remediation when needed due to outages.

Due to the successful support from cStor, the client is now in the second year of their ManageWise for Nutanix agreement.

AT A GLANCE

Solution

- ManageWise for Nutanix - a proactive, scheduled maintenance service
- Cross-trained client's staff
- Conducted IT Health Check
- Set up snapshots for proper backups

Results

- Healthy, optimized IT environment
- Backups working correctly
- Staff more self-sufficient
- Consistent IT support for day-to-day needs plus projects

cStor provided the expertise needed in the event of outages, providing escalation and fast remediation to get the client back up and running quickly.

ABOUT MANAGEWISE

The ManageWise service provides support for routine maintenance to help prevent unplanned downtime, optimize system performance, support business needs and free up time to work on key business objectives. A new breed of IT service, ManageWise gives you an affordable way to administer IT support through endless configuration possibilities.

ABOUT US

We offer solutions that provide clients access to advanced IT services, and expertise in cybersecurity, modern infrastructure, digital transformation, and Microsoft 365 technologies.

MicroAge®

MicroAge.com
solutions@MicroAge.com
800-544-8877

cStor.com
info@cStor.com
877-278-6781

cStor™
A MicroAge® Company