How **amatis Networks** help a Managed Service Provider to be a Cloud Forward business.

1-Fix is a Managed Service Provider focused on providing end-to-end IT support services to their rapidly growing client base in the south of England. What has made 1-Fix successful is their ability to deliver exceptional outsourced IT services through a highly knowledgeable team that takes the time to truly understand each customer and effectively become part of their virtual organisation.

1-Fix have helped **2,148** customers since they formed in 2008.

Each year 1-Fix successfully closes over **4,500** support cases for its customers.
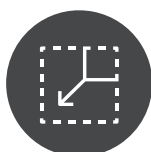
Cloud Adoption within small-businesses has increased from **54%** to **82%** in the past twelve months, the main drivers being.

74%
Flexibility

72%
Cost Saving

65%
Scalability

The Challenge

The team at 1-Fix recognises the value that the cloud offers to small and mid-sized businesses and have been helping their customers to leverage cloud applications such as Office365 and back-up solutions.

"We have two types of customers, those that want to embrace the cloud now and those that plan to do so in the not too distant future. Our role as their trusted advisor is to guide and help them through this transition."

Craig Atkins, Managing Director, 1-Fix

The challenge faced by 1-Fix was how to make cloud a key capability of their Managed Service offering and add value to customers during every stage of their cloud journey.

The Opportunity & Options

For 1-Fix, being able to offer their customers a cloud solution was not only essential, but an opportunity to expand the services and value they provide to customers while also growing recurring revenues. Their challenge was how to provide a cloud service without compromising their reputation for service quality. 1-Fix considered three options:
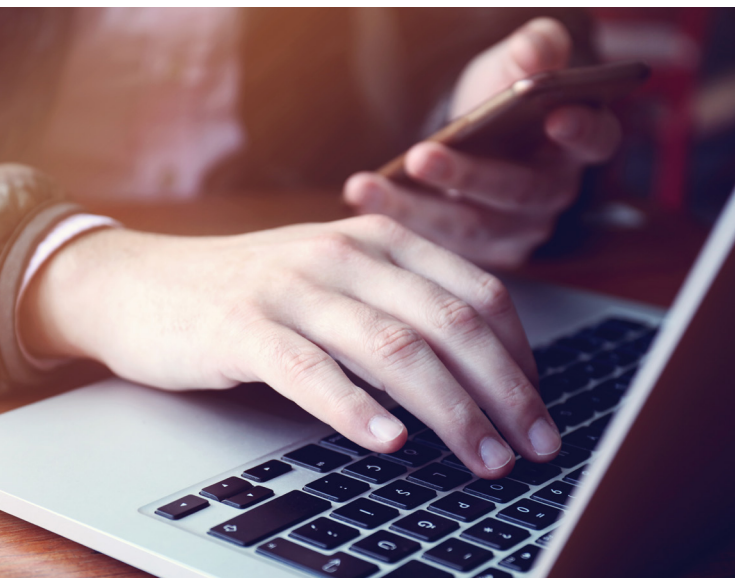
Create Their Own Cloud – this would not only require a heavy investment in infrastructure, but would also require acquiring skills outside of the core competencies within 1-Fix.

Resell A Public Cloud Offering – while negating the infrastructure investment, this would still require 1-Fix to acquire the necessary skills to architect and manage such solutions. In addition, many 1-Fix customers continue to have security and performance concerns relating to public clouds.

Embark On A Strategic Partnership – working with a partner who have their own UK data centres and can provide a solution that would meet the needs of 1-Fix customers and deliver a service that was aligned to the values and ethos of 1-Fix.

"Developing a strategic partnership with an expert in this field was the best route for 1-Fix; we just needed to find the right partner who would not only augment our proposition, but also our skill-set and service delivery capability."

Craig Atkins, Managing Director, 1-Fix

Why amatis

What made amatis stand out from other providers was their ability to deliver on four key areas that were absolutely critical to 1-Fix.

Expertise – amatis clearly demonstrated their experience in cloud and connectivity. They have deep expertise in each of the technical components, but important to 1-Fix is that they take the time to understand the needs of the end-customer and architect solutions that are 100% aligned to these requirements.

Security – it is a significant benefit that amatis only operate highly secure UK-based data centres, reassuring 1-Fix customers that migrating to cloud neither compromises security nor compliance. With ISO27001 certification, amatis clearly demonstrates a commitment to securing and protecting customers' information.

Performance – by designing solutions specifically for each customer amatis ensures they deliver the performance they need. The fact that they own and manage the complete solution from connectivity to cloud ensures that this performance is never compromised and is continually managed and optimised.

Reliability – the fact that the amatis cloud is built on industry-leading Cisco technology ensures that 1-Fix and their customer gain the reliability they require with no corners cut. With ISO9001 certification, quality of service and support is key to amatis ensuring that 1-Fix is able to deliver on every promise to their customers.

Value Delivered

For 1-Fix, what they have gained with amatis is a single partner that is able to provide them with a full range of capabilities from a co-location solution through to a complete fully managed private cloud and network environment.

"We could not provide this level of service to our customers if we had to work with multiple cloud, data centre and connectivity providers. We have the advantage of a single partner we can work seamlessly with and provide true value to our customers".

Craig Atkins, Managing Director, 1-Fix

Many 1-Fix customers have already seen the value of this; their trusted Managed Service partner has been able to help them on their cloud journey and provide them with an end-to-end supported solution from the cloud to the desktop.

"We have no doubt that in amatis we selected the right partner. They work with us to not only understand our customers' needs, but 1-Fix needs as the managed service provider. They stand by our side in architecting the right solutions and more importantly, in delivering the level of service that both we and our customers expect."

Craig Atkins, Managing Director, 1-Fix

As more and more of 1-Fix's customers turn to them for support in migrating to the cloud, amatis are working with 1-Fix to deliver a Virtual-Cloud environment that will enable 1-Fix to offer an even broader range of cloud services that it can self-provision.

About amatis

We are specialists in cloud and connectivity. We work with our customers to understand their specific needs and deliver solutions that positively impact their business. We operate two UK data centres delivering a comprehensive range of private cloud services. This is complemented by our own carrier-grade network that enables our customers to securely connect all of their locations to the cloud and for us to deliver an end-to-end solution that guarantees delivery of customer applications.

Services Delivered

Solution Design

Co-location

Private Cloud

Virtualisation

Connectivity

Support

amatis
N E T W O R K S