

## London-based Managed Services Provider Wavex delivers cloud innovation to the Legal Sector

Talking to Wavex CEO, Gavin Russell, it quickly becomes clear that he knows his customer base extremely well. Russell has positioned his company to deliver exactly what small to medium businesses need from a Managed Services Provider (MSP). Wavex helps their customers in the legal and other sectors ensure IT is a strategic enabler with end-to-end services that include iland cloud hosting and Disaster-Recovery-as-a-Service.

### the Wavex offering

To say that Wavex delivers IT services to customers does not do this MSP justice because they approach each customer engagement from a very strategic viewpoint. Small to medium companies come to Wavex with IT or business challenges and a strong desire to get more value from IT – but not necessarily with the expertise to know how to achieve that. Deploying a consultative approach, the Wavex team looks at the full IT spectrum of their clients – from infrastructure to apps to strategy and risk models to recommend IT strategies and services.

*“We’re really changing the traditional approach to what IT outsourcing is,”* Russell says. *“It’s not just about keeping our customers’ IT running – it’s about helping them achieve their business objectives and grow”*

The Wavex offering includes IT Business Process Optimisation, secure cloud services and fully managed IT services as well as an end-to end IT service management platform called APEX® that manages and reports across a customer’s entire IT footprint. All of this combines to help Wavex customers achieve levels of value from IT that are usually only available to larger companies with much bigger IT budgets.

### the iland partnership

Russell and his team identified very early on that cloud services would be key to helping customers achieve their IT and business objectives and sought a partnership with a cloud services provider. Wavex reviewed the security, availability, support and visibility of the iland cloud platform and liked what they found.

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### profile

- ▶ SIZE: Medium
- ▶ INDUSTRY: IT Services/MSP
- ▶ SOLUTION: Cloud Hosting and DR on the iland Secure Cloud
- ▶ HEAD OFFICE: London, UK

### challenges

- ▶ Wanted to focus on IT strategy for customers; not IT infrastructure
- ▶ Needed the highest availability levels to keep customers’ IT up & running
- ▶ Required cost-effective cloud services for their SMB customer base

### benefits

- ▶ A true partnership that helps deliver IT innovation to customers
- ▶ Cost-effective cloud hosting and DR solutions
- ▶ Secure cloud platform to ensure highest levels of protection

*“We don’t want to have to worry about hardware,” Russell says. “iland are the infrastructure experts and its better for our business to rely on the iland secure cloud while we focus on delivering the IT strategy for our customers”*

Wavex was particularly impressed with the robustness of the iland Disaster Recovery-as-a-Service solution – which has been recognised by leading industry analysts Gartner and Forrester - and they knew DR was an increasing area of concern for their customers.

## helping the legal sector innovate

IT has become increasingly important to the legal sector – after all, if IT is not running, the legal firms are not billing. While the Wavex customer base spans many industry sectors including Finance, Real Estate and Professional Services, they have had particular success helping the Legal sector gain benefits from IT in new ways.

## addressing a business challenge

One such customer is B P Collins LLP – a Thames-Valley based solicitors’ practice that is at the forefront of IT innovation in the Legal sector. When B P Collins approached Wavex, they needed to deploy a critical new business app in a very short time frame and migrate to a new platform that offered high availability SLAs and was low risk to the business.

Imran Shah, IT Manager of B P Collins explains, *“Wavex demonstrated a deep understanding of project delivery. The technical design of what was needed for the B P Collins migration was accurate and client focused.”*

Wavex was able to get B P Collins up and running on the new platform – hosted on the iland Secure Cloud – with no downtime and no impact on operations – something that other providers were not able to guarantee.

## protecting the legal sector

Wavex are also delivering B P Collins with a cloud-based Disaster Recovery solution. The Zerto DRaaS solution from iland offers a cost-effective, highly available and easily testable DR solution which enables fail over to two geographically diverse UK iland cloud locations. A Recovery Point Objective of only 15 mins has been achieved - which B P Collins is delighted with.

## security a top priority

With the need to avoid increasingly sophisticated hackers and ransomware attacks, IT security is a top priority for B P Collins. The Wavex services combine the advanced security features of the iland cloud spanning encryption, vulnerability scanning, intrusion detection and more, combined with APEX® Secure which Wavex has developed to provide vulnerability assessments of a customers’ entire IT environment.

*“iland is a true partner to Wavex. Their technical solution is incredibly strong and they are innovating where others are stagnating – that’s what we need to help our customers succeed”*

*Gavin Russell, CEO of Wavex*

*“Choosing the right cloud provider and company to manage your IT services is critical. Wavex has proven to be the right choice across the board – from system design to infrastructure reliability to project delivery and support.”*

*Imran Shah, IT Manager, B P Collins Solicitors*

## about iland

With data centers in the U.S., U.K. and Singapore, iland delivers the only enterprise cloud solutions in the market today with true innovation, transparency, intelligent management and advanced security built in. From scaling production workloads to supporting testing and development to disaster recovery, iland’s secure cloud and decades of experience mean unmatched service.