

Franchisee with 177 restaurants turns to iland for secure hosting services

JAE group is providing thousands of employees with critical business capabilities in the most cost-effective way

business profile

JAE group owns and operates a growing number of Wendy's franchises across the American south. With over 5,000 employees in 177 restaurants and remote locations, the company strives to maintain strong leadership, effective management and a high quality dining experience.

While much of the restaurant business is managed at the local level, with well-prepared meals and clean, appealing venues, the back-end IT systems are critical to keeping the entire company in lock-step, operationally.

required services at an extraordinary cost

When he joined the JAE group, Rob Pham, Director of IT, the company was using third-parties to host critical systems like email. Because of the pricing models of those services, the company was paying per-employee. With thousands of people on payroll, all of whom needed basic email and communications tools, this added up to a remarkably high bill for JAE group.

"It was ridiculous," thought Pham. "At the rate we were growing, this was going to cost us a fortune."

But, Pham wasn't interested in bringing more systems in-house. Their already-taxed IT group didn't need to host email for a geographically-diverse set of users. And, he knew it wasn't just about the application – they'd need to ensure it was secure and had high availability and backup built in.

reaching back out to an old partner

Pham had worked with iland at a past company, and thus didn't hesitate to pick up the phone and reach out. iland had added security to its cloud offering in the meantime, so the solution that made sense was the iland Secure Cloud platform. At a far lower cost than his outsourced email alternative, this platform baked in many of the capabilities that were needed to ensure the security and resilience of the application.



profile

- ▶ SIZE: SMB
- ▶ INDUSTRY: Restaurant
- ▶ SOLUTION: iland Enterprise Cloud Services – Advanced Security
- ▶ HEADQUARTERS: Florida, New Mexico & Texas

challenges

- ▶ Needed a cost-effective way to provide email services across the company
- ▶ Wanted a straightforward, well-supported solution

benefits

- ▶ Responsive customer support
- ▶ Essential features like backup
- ▶ Much lower cost model

For proper due diligence and to ensure he was getting the right price, Pham reached out to a few cloud vendors to compare service and cost. iland proved most cost-effective and included things like backup and support in the pricing. Between this and his positive prior experience, Pham was sold.

getting started

The process of defining what he needed and on-boarding his application was smooth and rapid. Running in the Dallas location, his users across the south have reliable access to Microsoft Exchange for a far lower cost than before. Pham was also given complete documentation of the service and management console, so he could benefit from the higher-level features.

As his company grows – by adding new franchises and expanding their pool of employees, Pham can easily add more resources or spin up another instance, without even rebooting the system.

“It’s great to be able to add and remove resources on the fly,” Said Pham. “One of the drives needed additional storage. I accessed the iland Cloud Console, allocated more disk space, and the minute I hit ‘submit,’ everything was committed - without rebooting the server. It makes life so much easier. “

the comfort of a safety net

While he has yet to use it, Pham is comforted by the knowledge that his services all come with free, 7-day backups, accessible via the iland Cloud Console management tool. Also included in the highly secure cloud are best-of-breed security technologies, ensuring that all the data being stored is protected and safe from malware, viruses and malicious attacks.

In fact, Pham is now looking at additional systems to consolidate and host at the iland cloud – from file servers to web servers. Having a single, reliable vendor would simplify IT management significantly.

All of this spells less troubleshooting for Pham and more time to focus on his real passion as an IT leader: looking at the data stored in the systems and finding ways to better serve and optimize the business.

exceptional support

Pham was quick to highlight a final critical factor in his iland experience: the responsive and caring support team. While he says he rarely uses the free support phone number, Pham’s experience with ticket responses says it all:

“Requests were escalated simultaneously. I immediately received e-mail communication coupled with a telephone follow-up from a knowledgeable technician, all to ensure that my requests were properly handled.

iland offers a turned-key solution that is reliable, scalable, and client centric.”

“I support thousands of users across multiple states without worrying about an on-site server or paying an exorbitant fee. That’s what is so appealing,”

Rob Pham
Director of IT
JAE Group

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 translate into unmatched service.

iland has been recognized as Veeam’s Service Provider of the Year and Zerto’s Cloud Service Provider Partner of the Year, as well as VMware’s Service Provider Partner of the Year, Global and Americas. iland is also part of the Cisco Cloud Managed Service Provider Program for IaaS and DRaaS and partners with other industry leaders including Trend Micro, Hytrust and Nimble Storage.