# Case Study

# Cloud Computing saves Within Reach Software 80% on its IT cost of ownership

**Segment:**

- Software Developer

**Services:**

- Cloud Servers

**Within Reach Software needed:**

- High level of security
- Dependable technical support
- Data sovereignty
- High performance with minimal downtime

**CloudCentral provided:**

- Short lead time on set-up
- High performance with SLA
- Guaranteed data sovereignty
- 24/7 support
- Itemised Billing
- Scalability

## About Within Reach Software

Within Reach Software creates solutions that integrates existing of-the-shelf software with their own custom-created components. They then make it accessible via a web browser as Software-as-a-Service. They ensure that any businesses can exploit information technology to achieve improved business and employee performance.

Within Reach Software's customers include Gadens Lawyers, Svitzer, LCR Group. Within Reach Software is also a Microsoft Gold Partner for business collaboration and applications development.

## The Challenge

Within Reach Software needed a cloud provider that would help them transfer secure data from one business to another. They were looking for an Australian provider, since data sovereignty was important to their customers. They also needed a high performance solution. "What we like about CloudCentral is the quality of the data centres they use. We knew that our customers' data would be hosted in reliable, robust environments", says David Perks, Founder and Managing Director of Within Reach Software.

## The Solutions & Benefits

After deciding to sign up with CloudCentral, Within Reach Software were immediately impressed by the quick and easy setup process. "We needed to get the servers up urgently for an important client, and within half an hour of ordering online we were able to start deploying our solution. Within a couple of hours it was ready for our

customer to use, which really impressed them", says David.

Within Reach Software were also very happy with the level of service they experienced. "In the 14 months that we've been using the service we haven't had one single outage. We provide a 24x7x365 service offering to our clients and we require a good throughput of both uploads and downloads, and we've never had a problem with that", says David.

Responsive support was also very important for Within Reach Software. "What I've found with CloudCentral's support is quite unusual. The team is very technically knowledgeable, so we've never needed to escalate an issue. We've always been able to ask questions or request change via the first point of contact", says David.

Within Reach Software were also pleasantly surprised with the granularity of CloudCentral's billing. "What I like about it is that it's itemised. I can see each component of our managed infrastructure and how much we're paying for it. Some of those costs are passed on to our clients so it's good to be able to see the breakdown", says David.

CloudCentral's offerings have also saved Within Reach Software time and money. "We're saving 80% on our IT costs compared to running the server, network, infrastructure, firewalls, security and backups ourselves. It's also saving us time because we don't have to worry about backups or server monitoring", says David.

"We've already referred some of our advisory clients to CloudCentral for hosting. CloudCentral is constantly investing in their technology and continues to innovate. Their price point is competitive, and their service levels are excellent. On top of that, the support team is knowledgeable with a real can-do attitude. We haven't had any problems with our hosting, it's all just fallen very nicely into place", concludes David.



David Perks
Founder & Managing Director
Within Reach Software

## About CloudCentral

CloudCentral's cloud infrastructure services are provided on-demand, with a true pay-as-you-grow model with no upfront costs. CloudCentral delivers services from its Australian data centres, and provides you with the confidence that your customer data is not transferred overseas. Consume on demand at optimum performance, so you can accelerate time to market while innovating at a lower cost of ownership.

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