

“Managed Virtual Machines with Double the Performance of Azure and Reliable 24/7 Support” – DataMaaS

INDUSTRY

Information and Documentation Software

PAIN POINTS

DataMaaS found the SQL Server virtual machine at Microsoft Azure was slow and pricey. Tired of lack of support and inbound network overage fees, DataMaaS wanted to replicate the experience they had with their UK-based hosting provider for US workloads. They needed a managed host who could take care of their virtual machines (VMs) and hardware so they could focus on their platform.

PRODUCTS

Managed Dedicated VMware Private Cloud
SAN Storage
Cisco Firewall
Acronis Cyber Backup

HOW LIQUID WEB HELPED

By moving to Liquid Web, DataMaaS improved VM performance and reduced costs compared to the single VM with Azure. Issues are resolved quickly and thoroughly at no extra cost with 24/7/365 support. In addition, the VPN provided by Liquid Web offered one entry point for all workloads regardless of hosting location, offering increased productivity for DataMaaS.

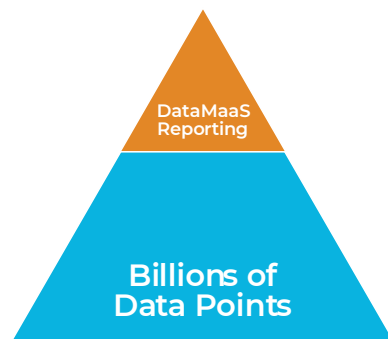
DataMaaS was launched as an Enterprise Resource Planning (ERP)-integration consulting firm focused on helping legacy ERP manufacturing systems become more efficient. Recognizing the need for improved data digestion and utilization in the manufacturing industry, Founder and CEO Bob Andreini and Solutions Architect James Johnson created a platform that consolidates data and makes it usable for client leadership to make well-informed decisions.

“We pull data, consolidate it, and clients consume it,” says Andreini. This data consolidation makes it easy for businesses to gain insights into strategic business improvements through efficient reporting.

Azure Not Up to the Task

DataMaaS was using Microsoft Azure for US workloads, as well as a UK-based host for European customers. But the slow virtual machine at Azure was a problem for DataMaaS. The underlying hardware was simply not up to the task of keeping up their virtualized SQL Server. The VM struggled to pull data and return it to the client. This made Andreini and Johnson hesitant to move any client workloads to Azure at all.

Pleased with their managed hosting experience in the UK, DataMaaS wanted to replicate this for their US workloads. “Our background is in development,” says Johnson. “We are not network specialists, nor do we wish to be. We needed a true managed partner.” With Liquid Web, Johnson was glad to discover that **VMware Cloud had the precise features that DataMaaS needed:**



- Fully managed servers and VMs he could count on
- Better performance for the SQL Server VM
- Optimal pricing and predictable IT spend
- 24/7/365 support and off-hours patching assistance

Johnson immediately knew he had found his Azure VM replacement with the exact specifications and management he needed at Liquid Web.

Full Management Eliminates Headaches

Now, Liquid Web manages the hardware and OS for DataMaaS, so Johnson can focus on developing the company's platform.

DataMaaS came looking for a single dedicated setup, and Liquid Web's solutions architects demonstrated why having a two-node configuration is ideal for redundancy and workload uptime. “The team at Liquid Web are the experts, so we don't have to be,” says Johnson.

Andreini and Johnson also rely on Liquid Web's consistency. Uptime and support 24/7 are essential for DataMaaS. With **no downtime and round-the-clock white-glove maintenance**, DataMaaS knows that their data pulls and synching are in good hands with Liquid Web—at any time of the day or night.

In addition, Liquid Web has also been able to handle the creation, destruction, movement, or cloning of VMs for DataMaaS, creating a seamless hosted-VM experience.

Finally, having a hosted VPN with Liquid Web has also been valuable for DataMaaS, a service they didn't know they needed. "Our entire team can sign in and dev any workload across the globe from one space, instead of logging into one system, doing the work, then logging into the next system," says Johnson. "It's a huge productivity boost."

Better Performance and Optimal Pricing

Having fully managed hosting with Liquid Web brought pleasant changes for DataMaaS: managed virtual machines that operate at **double the performance** of their old VM at Azure. DataMaaS has now grown to six VMs with Liquid Web, offering a much better value for the cost.

And, there are no extra fees. "We aren't nicked and dimed with inbound network overages, which was the case with Azure," says Johnson. "Liquid Web's inbound traffic is free, a hidden gem for a data platform like DataMaaS."

Proactive and Unparalleled Support

What DataMaaS needed most was round-the-clock support, and they found their true managed partner with Liquid Web. "Liquid Web resolves any issues quickly and completely at no extra cost 24/7/365," says Andreini. "It is far above and beyond what Azure could provide."

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Founder and CEO, DataMaaS

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Johnson and Andreini also appreciate that off-hours patching is included at no extra charge in their support from Liquid Web. "Even at our UK server, we have to pay extra to perform work outside the normal 9 to 5 workday. That's not the case with Liquid Web," says Johnson.

Liquid Web's support proved particularly outstanding when Johnson read about a critical CVE issue with vSphere on a news site. "I contacted the support team right away, and found out that Liquid Web had patched that vulnerability three months prior. We were safe," says Johnson. The team at DataMaaS knew they could count on protection from future bugs as well as other issues thanks to Liquid Web's proactive approach to security.

A Trusted Partnership with Liquid Web

Johnson says that DataMaaS has been thrilled with Liquid Web. “The support is stellar. Should we need anything, we get a reply that the ticket has been received and sent to the proper support admin,” Johnson says. “Any issues are resolved quickly. That’s just not something you see with other hosts.”

Now, we wouldn’t be happy or even confident without a managed solution,” says Andreini. “Move to Liquid Web, and they manage your hardware and VMs—so you can focus on developing your business.”



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Solutions Architect, DataMaaS



ABOUT LIQUID WEB

Building on 24 years of success, our Liquid Web Family of Brands delivers software, solutions, and managed services for mission-critical sites, stores, and applications to SMBs and the designers, developers, and agencies who create for them. [Liquid Web](#) (Managed Hosting), [Nexcess](#) (Digital Commerce Cloud), and [StellarWP](#) (WordPress Software and Tools) have more than 500,000+ sites under management, have over 125,000 software subscribers, and 2 million+ free version software users. Collectively, the companies have assembled a world-class team of industry experts, provide unparalleled service from solution engineers available 24/7/365, and own and manage ten global data centers. As an industry leader in customer service, the rapidly expanding brand family has been recognized among INC. Magazine’s 5000 Fastest-Growing Companies for twelve years.

