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All Covered ■
IT SERVICES FROM KONICA MINOLTA

ASPIRE DESIGN, INC.

Success Profile

All Covered Helps Construction Firm Cost-Effectively Manage IT Services as Business Conditions Fluctuate

BACKGROUND: Aspire Design, Inc. partners with homebuilders and residential construction firms to provide homebuyers with interior finish packages that turn construction projects into homes. As the nation's largest full-service remodeling company with operations in 35 states, the company also converts distressed, real-estate-owned (REO) residential assets and hotel renovation projects into attractive, well-crafted, move-in ready assets that are market ready within weeks or days – rather than the multiple months that many projects can require

For many years, Aspire Design has relied on All Covered to provide IT services and maintain its computing network infrastructure. As Aspire Design began to grow rapidly and its data center hardware needed a refresh, the company consulted with All Covered on changing from a premise-based to a cloud-based IT infrastructure. "We trust All Covered based on how well they keep our IT infrastructure running and advise us on which new technologies to adopt," said Michele Jalovec, Vice President of Human Resources/Administration for Aspire Design.
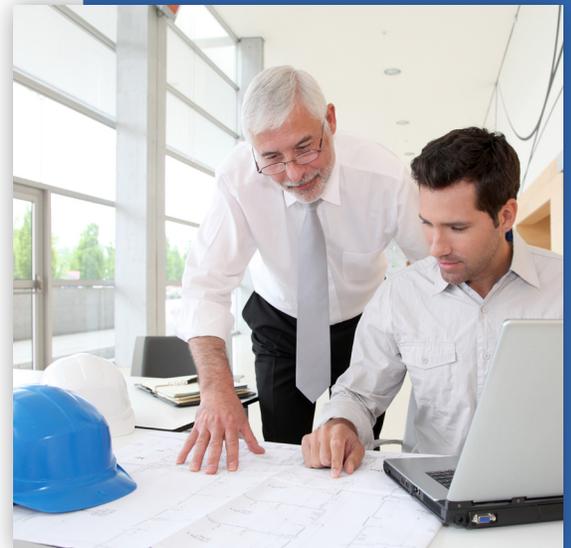
As the company expanded and added project managers that work from homes across the country, Aspire Design determined, with input from All Covered, that the best move for the business was to migrate to a cloud-computing model. "The cloud allows us to cost-effectively keep up with new technologies," Jalovec said. "We also wanted to eliminate the need to update and support on-premise servers."

SOLUTION: All Covered recommended Aspire Design deploy a Cloud Services solution that includes fully managed virtual servers hosted in the All Covered data center. Aspire Design end-users access business applications with remote desktops and laptops from any Internet connection. All Covered also adjusts the processing power and monthly cost as the number of employees fluctuate. "This feature is critical as our employee counts fluctuate according to customer demand," Jalovec said.

All Covered provides system backups and disaster recovery services to ensure Aspire Design continues business operations if information systems experience issues. "All Covered also prepared the infrastructure ahead of time and migrated us to the cloud over a weekend," Jalovec added. "Our staff came in Monday morning and functioned normally."

RESULTS

• IT Cloud Services monitored 24x7x365

• Potential performance issues identified before turning into actual problems

• Employees can more easily focus on running the business and serving customers

• Reduced IT overhead and elimination of hardware investments

ASPIRE DESIGN, INC.

BUSINESS IMPACT: Although Aspire has not experienced any downtime, they have a business continuity plan in place to reestablish operations, if necessary. "IT services are now a monthly operational expense that fluctuates as we add or subtract users," Jalovec added. "We can forecast costs and don't have to capitalize hardware – the cloud delivers worry-free IT at a lower cost."

The cloud model also allows All Covered to increase the level of service it provides. Anytime Aspire Design requires a system update, All Covered applies the change immediately at the hosted data center, which eliminates the need to wait for on-site visits and takes care of changes remotely during off hours.

TECHNOLOGY:

• All Covered Cloud Services

Partnership.

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