



CASE STUDY  
**e-merge Data Solutions**  
 Infrastructure as a Service

### THE CUSTOMER

e-merge Data Solutions, a leader in providing workforce mobility and field information solutions offers expert tracking and management solutions to mobile workforces and utility service providers.

e-merge helps field service businesses save time and money with Con-X a workflow management, scheduling and job dispatch mobility solution.

Con-X is a software as a service solution that allows service companies to use smart phones and PDAs to receive and complete jobs in the field, returning the results to base wirelessly in real time. Con-X allows collection of site photos and other important information such as GPS and enables their customers to very easily shape their work processes using online tools, and manage service conformance through mobile device driven templates, lists and processes.

### THE CHALLENGE

e-merge's change in company direction resulted in substantial growth and increased demand on IT infrastructure resources. e-merge required a flexible, scalable cloud offering that they could have total confidence in and they needed to move quickly in implementing the solution.

### THE SOLUTION

e-merge now uses entrada's Infrastructure-as-a-Service (IAAS) trusted cloud service to host its business systems with the security, resilience and performance required for live business systems hosting.

### BUSINESS BENEFITS

**FAST PROVISIONING** - Being able to add additional server and storage capacity in hours rather than weeks.

**CAPEX SAVING** - e-merge saved thousands of dollars by using IAAS instead of buying new servers and storage.

**REDUCED COSTS** - Pay as you grow. Pay for the computing capacity as required - no over provisioning.

**IMPROVED PERFORMANCE** - tapping in to a leading edge, dedicated, award-winning enterprise solution.

**REDUCED ENVIRONMENTAL IMPACT** - Reduced power, cooling, and space requirements costs.

e-merge was originally formed to equip utilities service providers with technology and software to manage metre-reading staff workflow and their mobile devices. Their portfolio quickly grew to include workflow management, job dispatch and scheduling software and monitoring for remote locations.

A change in e-merge's business plan, repositioning an internal solution to actively pushing the customised offering to a broader market prompted the IT department to conduct a comprehensive review of their IT infrastructure.

*"Taking into account the planned growth and need for scalability and diversity IAAS was clearly the best way to achieve these objectives while upgrading performance and reducing the overall cost of our IT infrastructure"* explained Richard Coomber, Technology Services Manager at e-merge Data Solutions. *"We needed an enterprise class infrastructure to meet market expectations and offer sales credibility and assurance through robust, secure, highly efficient technology."*

*"One of our biggest concerns at the initial exploratory stage was the speed in which we needed to deploy our VPS solution. We were working on a tight timeline to complete workload testing, consider options and be operational with our market offering. Softsource were great to deal with, prompt on service and quick and easy to communicate with. The personal contact/relationship and proactive responsiveness were one of the mitigating factors in going with Softsource."* commented Richard.

*"The entrada Data Centre services offered by Softsource enabled us to tap into a tier three facility providing a cost-effective, highly reliable hosting platform and gave us the confidence in our offering to our customers."*

Richard Coomber  
 Technology Services Manager  
 e-merge Data Solutions



**laaS**  
 Scalable resources enabling  
 greater flexibility and performance

We worked with the team at e-merge to create a set of production and staging servers that delivered the resource levels required for their initial market launch. Additionally we created a dedicated connection via e-merge's WAN provider thus creating a Hybrid cloud mixing their private cloud with the entrada public cloud. This enables their development team the capabilities to publish features through with ease.

Taking a cloud computing approach brought multiple advantages. Firstly it allowed e-merge to roll out new applications and services within days not months." comments David Small , Technical Manager. "Previously, requisitioning a new server could take weeks, from initial paperwork to raising a purchase order to delivery, installation and configuration. That's not only a significant delay for new deployments but a lot of man hours. Now, e-merge have scalable server resources which in e-merge's case, was critical in meeting time and performance deadlines.

During the time e-merge has been hosting their IAAS environment with us we have increased the resources on multiple occasions assigned to their servers as their business has grown. They have ended up paying for only the computing capacity they needed at the time so over-provisioning is a thing of the past!"

**David Small**  
Technical Manager



[www.softsource.co.nz](http://www.softsource.co.nz)



**SOFTSOURCE LTD**  
[www.softsource.co.nz](http://www.softsource.co.nz)  
[sales@softsource.co.nz](mailto:sales@softsource.co.nz)  
Phone 09 918 3712

**Microsoft Partner**  
Gold Cloud Productivity  
Gold Hosting  
Gold Devices and Deployment  
Gold Volume Licensing  
Silver Midmarket Solution Provider  
Silver Small and Midmarket Cloud Solutions