



A Secure, Redundant, Highly Available Solution



Alliance Wireless Communications are industry leaders providing premier live answering services since 1948. Alliance Wireless offers customized answering solutions tailored to their clients individual needs. Alliance Wireless's customer service representatives professionally handle all their customers calls, 24 hours a day, 365 days a year. Alliance Wireless are proud recipients of the prestigious 2016 Platinum Plus Award of Excellence from CAM-X and coveted ATSI Award winners since 2003!

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The Challenge

SECURITY & HIGH AVAILABILITY

Ensure zero downtime and increased availability through a fully redundant secure private cloud infrastructure with decreased latency.

RISK MANAGEMENT

The need for a trusted DR solution to quickly restore & recover in the case of disaster.

SUPPLY CUSTOMER SUPPORT

Satisfy the requirement for a high level of customer service and support.

The Solution

With 8 fully redundant data centres across Canada, Server Cloud Canada's (SCC) infrastructure was proven to be the clear leader in terms of meeting uptime requirements, improving availability, and increasing security.

SCC was also able to provide live result driven customer support to ensure the migration process was accomplished smoothly.

The Results

- ✓ A highly available geo-redundant cloud infrastructure
- ✓ Met all uptime requirements
- ✓ Expert customer service & support
- ✓ Proven disaster recovery plan for risk management & cyber security

Solution Overview

DESCRIPTION

Highly secure & redundant infrastructure that is supported by 24/7/365 customer service.

INDUSTRY

Communications

GEOGRAPHY

Ontario

CHALLENGES

- ✓ Improve latency
- ✓ Zero downtime
- ✓ High security
- ✓ Customer service they can count on.

SOLUTION

SCC's 8 fully redundant datacentres with a 10GB private fibre connection improved latency, eliminated downtime, and provided the necessary security. This along with SCC's live customer support met all of Alliance's needs.

BENEFITS

- ✓ Increased performance
- ✓ Low latency
- ✓ High redundancy
- ✓ Private & secure infrastructure
- ✓ Zero downtime
- ✓ Trusted disaster recovery solution
- ✓ 24/7/365 live customer support

"Server Cloud Canada has brought together a perfect solution for us, providing a secure, redundant, reliable solution. They designed and implemented it in a seamless fashion with zero down time for our office."

Mike Crossman

Vice-President, Operations

