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Case Study:

A Total Cloud IT Managed Service Solution

Tides Canada leans on an IT Managed Services Provider to monitor, manage and resolve IT systems so they can focus on what's important - their business.

ABOUT THE COMPANY

Tides Canada is a national charity connecting and empowering a wide range of people and initiatives across Canada to take on tough social and environmental challenges. With a head office located in Vancouver, BC, they have staff at various locations throughout Canada including Toronto and Yellowknife.



THE CHALLENGE

With only 2-3 IT personnel to support their three offices and 160 employees spread across Canada, after-hours technical support provided by Softlanding helps ensure steady service during peak periods of the workday coast to coast. By having support readily available, Tides Canada has improved efficiency and has reduced the cost of ad-hoc technical support. Softlanding's Infrastructure Managed Services has, in turn, provided the organization with more confidence and reassurance that their IT is secure and well-taken care of so they can focus on their daily business activities.

THE SOLUTION

Softlanding's Managed Services in the form of Infrastructure ROI for Tides Canada has been a long-standing partnership to support and streamline their IT infrastructure. Tides Canada looked to Softlanding for assistance in consolidating and moving their IT environment to the cloud while also helping them to managing day-to-day support and sustainment activities that usually consumed much of their in-house IT resources. Now with Softlanding as a managed service partner, Tides Canada has more time to allocate to projects to keep pace with organizational goals and demands. Additionally, the

benefit of having Softlanding's transferable reactive support bucket gives greater motivation for Tides Canada to improve their IT technologies. "With Softlanding, we have been able to move our infrastructure and applications to the cloud at a faster pace, using a more effective approach compared to past solutions providers," said Anne-Marie Johnson, Chief Operating Officer.

IMPLEMENTATION

Softlanding's Infrastructure Managed Services have improved Tide Canada's ability to operate their three locations in an "always available" manner. Softlanding's after-hours support helps Tides Canada keep their operations running at all time to avoid any workplace downtime. This enables their organization to run more effectively and to meet their external partners needs and lets their internal staff be at their best.

One situation where Softlanding assisted their internal staff was during a recent email server crash. Softlanding reacted quickly to resolve the issue in 24 minutes. Restoring email service could have taken the organization much longer to resolve, but with Softlanding's IT Managed Services, internal staff and external partners were able to continue to work very quickly.

THE BENEFITS

For customers, Softlanding's Managed Services offering is better suited than an on-premises solution. As a solutions provider with a personal interest and industry knowledge of enabling technology to help clients advance their mission,



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Case Study:

Cloud-based Technology as a Growth Driver in Mining

Softlanding acts an advisory partner that compliments their internal IT team helping them achieve their goals while also providing assurance that their IT environment is secure and available 100% of the time. With on-premises solutions, clients are inundated with day-to-day mundane IT tasks often keeping them from implementing forward thinking technologies that would make their organization more productive. Elena Yepes, IT Manager notes, "Softlanding has exceeded our expectations in understanding our organization inside and out to provide us with trustworthy technology solutions within our means. They have our best interests in mind, acting more like a partner than a vendor. Their transferable support bucket helps us save for future technology investments."

As a Microsoft Partner with 6 Competencies including Gold Cloud Platform, Gold Cloud Productivity, Gold Collaboration and Content and Gold Datacenter, Softlanding has deep expertise in supporting and deploying Microsoft Technologies. Their accreditations and core value of staying current keeps them on the forefront of technology enabling superior service and reliability compared to what can be delivered using on-premises solutions.



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- Elena Yepes, IT Manager
 Tides Canada



WANT TO KNOW MORE?

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