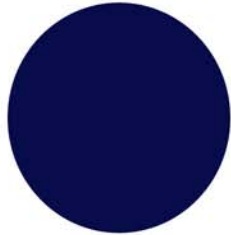


Datawave Avoids Rough Waters



the company profile

Datawave (www.data-wave.net) is a provider of customized enterprise applications and technology solutions. Datawave's core offerings include the customization of interactive voice response (IVR), customer relationship management (CRM), and graphical user interface (GUI) software applications.

the challenge

Datawave is constantly developing new applications and customized service offerings for its customers that required ongoing investments in technology infrastructure – hardware, software, support and connectivity. Soon Datawave was spending more time and money supporting all of its internal and external system requirements than it was spending on attracting and developing new business. So Datawave determined it was time to start looking for a potential outsourced solution.

A primary concern for Datawave was finding a provider that would not only maintain the quality and reliability of services its customers had been used to, but also to have the flexibility to customize its hosting environment based on specific and varying customer needs. In addition to hosting customer applications, Datawave was looking for a provider that would support short term testing and proof-of-concept environments that would aid in their application development process.



www.vianetworks.net
1.800.749.1706





"It no longer makes sense for organizations to purchase hardware for the development and deployment of new solutions. Organizations can save thousands of dollars by using reliable and secure managed services."

-Doug Wheeler

the solution

Datawave ultimately selected VIA Networks for their managed hosting solutions. VIA Networks provided Datawave with a flexible and scalable environment that it could control and adjust based on client requirements or applications, while not having to worry about administration and management of the servers. VIA Networks supported Datawave's need for provisioning, security and ongoing maintenance.

Using VIA's managed services, Datawave was able to develop and test new offerings before rolling them out to customers. Rather than learning which solutions will succeed or fail in real-life deployments, Datawave is able to evaluate potential investments before incurring additional costs or risk. Datawave has also benefited from VIA's managed services by having an external, secure environment to help customers customize and integrate new software applications during proof of concept stages.

the result

VIA Networks provides Datawave with managed hosting services and unique hosting environments to help grow its business, reduce capital costs and improve security. Datawave is also able to quickly launch new applications for customers without delays commonly associated with internal approval processes or security concerns. Because applications are hosted in VIA's secure data center, end users don't need to worry about the security and administration of their applications.

With VIA Networks Managed services Datawave was able to reduce operational expenditures and spend more time focusing on solving customer challenges than managing technical requirements.

"VIA Networks has invested in all the hardware, software, support and security a business needs to run efficiently. With VIA's managed services, we're able to get higher-quality technology infrastructure at a controlled monthly cost. This option enables us to develop, test and launch new offerings without the overhead of creating everything internally."

Doug Wheeler
President
Datawave



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For further information please visit:
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