

CASE STUDY

Netgain

The industry standard for secure and scalable IT-as-a-service for healthcare, financial and legal services.

*“With Service Exchange, I can **rapidly create a connection** to Microsoft Azure in a day.”*

- KEITH ANDERSON, IT, NETGAIN

Situation Overview

Netgain helps healthcare industry clients manage their IT infrastructure to meet the high security, reliability and compliance demands of the healthcare industry. As an application services provider (ASP), they replace onsite IT infrastructure with remote connections to computing cloud environments (aka “thin clients”), offsite storage and cloud compute services while meeting data security requirements.

Additionally, Netgain provides best in class performance with affordable solutions for secure access to cloud services.

They seek ways to expand their ability to deliver application hosting, utilizing a central colocation facility for their hybrid cloud architecture to connect to their local customers. By aggregating multiple customers in a central deployment, they can more efficiently manage, transport and utilize cloud services.

Objectives

- Deliver affordable, secure access to cloud services for customer applications
- Use local colocation facilities to provide high performance application delivery, compute and storage in close proximity to customers
- Efficiently manage connectivity between different facilities by utilizing Network Service Providers



Cloud Specialists for the Specialists

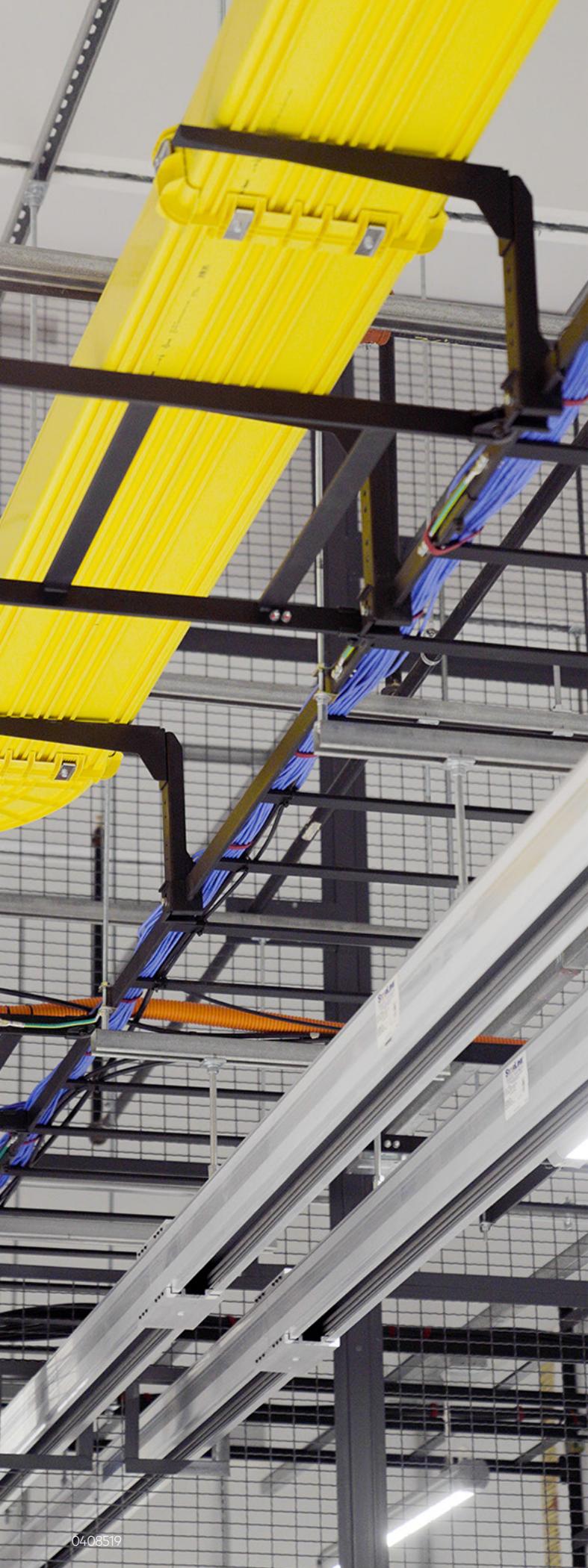
For almost 20 years, medical practices and financial services providers have relied on Netgain to keep them compliant and competitive.

Netgain has pioneered a sophisticated backend design for delivering IT-as-a-Service. Leveraging secure telecom connectivity, Netgain built and managed a “cloud” before that word was widely used to describe remote IT services.

Key Results

Source: Netgain

- Connect to major telecom providers to maintain 10 millisecond or less latency between Netgain’s facilities to enable high-performance hosting services
- Leverages Service Exchange for fast, secure access to Azure Cloud services
- Provide a high-availability environment for the customer application hosting



Meeting Regulations While Staying Cutting Edge

Advances in hardware and software, the proliferation of cloud services and their own business growth led Netgain to look for ways to update their infrastructure and expand their footprint. Because their customers operate in a highly regulated environment, those choices had to offer impeccable security, redundancy, availability and backup capability.

Rich Connectivity Ecosystem

Digital Realty's connectivity-rich data center combined with the power of Service Exchange gives Netgain access to a wide ecosystem of service providers. This allows the company to reduce latency and choose the most efficient and affordable mix of providers. And it helps customers provision the redundancy that will keep their IT up and running no matter what. They can provision a customer circuit to their preferred cloud service provider in a single day versus taking multiple weeks prior to using Service Exchange.

This Service Exchange environment helps Netgain efficiently connect their customers. They use a number of different carriers with several gigabit circuits between different data center POP locations, allowing for high availability as well as data transfer and access. Ultimately the rich connectivity options give their customers more flexibility in service options.

A direct connection to the cloud service provider adds security, coupled with Netgain's encrypted management of the connectivity, allowing customers in highly regulated industries to benefit from a hybrid cloud architecture.

About

Digital Realty supports the data center, colocation and interconnection strategies of more than 2,300 firms across its secure, network-rich portfolio of data centers located throughout North America, Europe, Asia and Australia. Digital Realty's clients include domestic and international companies of all sizes, ranging from cloud and information technology services, communications and social networking to financial services, manufacturing, energy, healthcare and consumer products.

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