



Overview

The need

To deliver its cloud-based, security-rich email offerings to an expanding customer base, SilverSky sought a scalable hosting solution with a predictable cost structure and exceptional service levels.

The solution

The company migrated its core email service and email security software suite to a high-performance SoftLayer environment and is teaming with IBM to distribute its offerings to a global audience.

The benefit

The SoftLayer solution improves the service levels SilverSky offers to customers and introduces a more predictable expense model that increases the company's business agility.

SilverSky

Driving global business opportunities and enhancing service levels with a SoftLayer migration

As a leading provider of cloud-based email and security solutions, SilverSky serves a rapidly growing base of more than 6,000 customers worldwide.

Exceptional service and availability required

With demand for its email offerings increasing, SilverSky sought a scalable new hosting solution. "One of our primary drivers was moving toward a more predictable operating expense model and away from the peaks and valleys of a capital expense lifecycle," says Tim Harvey, SilverSky chief executive officer.

Plus, SilverSky required exceptional service levels and international reach. "Email is a mission-critical application," says Harvey. "If there's a disruption, businesses lose money. We had to find a hosting provider enabling us to serve customers across multiple geographies and offer aggressive service level agreements."

By migrating its email offerings to a SoftLayer hosting environment, SilverSky can provide customers with new levels of service and performance. "With SoftLayer, we offer disaster recovery capabilities we didn't before. We offer highly competitive recovery objectives and a more aggressive uptime SLA: 99.999 percent availability," says Tim Harvey, SilverSky chief executive officer.



A high-performance SoftLayer solution

SilverSky chose a high-performance SoftLayer hosting solution from IBM, provisioning an environment with both bare metal and virtual servers. The company migrated its core email offering first, followed by its email security software suite. Harvey notes, “The migration went really quickly. It was only a matter of weeks to get our services up and running on SoftLayer.”

With its offerings successfully migrated to the SoftLayer platform, SilverSky is teaming with IBM to distribute its solutions to large IBM customers in global markets. “IBM is one of the most trusted brands in history,” says Harvey. “We’re thrilled to have a partner that customers hold in such high esteem.”

Enhanced service levels and greater agility

The SoftLayer solution provides the more predictable cost structure SilverSky was seeking. “Moving from CAPEX to OPEX means a much smoother curve in predictable expenses,” says Harvey. “When we deliver a specialized offering, like a customized email environment, we’ll avoid massive capital expenditures. And we’ll get those customers up and running much more quickly.”

Additionally, the SoftLayer infrastructure supports SilverSky in strengthening its service levels. “With SoftLayer, we offer disaster recovery capabilities we didn’t before,” says Harvey. “We offer highly competitive recovery objectives and a more aggressive uptime SLA: 99.999 percent availability.”

Solution components

Services

- SoftLayer

For more information

To learn more about SoftLayer solutions, please contact your IBM marketing representative or IBM Business Partner, or visit the following website:

ibm.com/cloud-computing



© Copyright IBM Corporation 2014

IBM Corporation
Global Technology Services
Route 100
Somers, NY 10589

Produced in the United States of America
February 2014

IBM, the IBM logo, and ibm.com are trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the web at “Copyright and trademark information” at ibm.com/legal/copytrade.shtml

This document is current as of the initial date of publication and may be changed by IBM at any time. Not all offerings are available in every country in which IBM operates.

THE INFORMATION IN THIS DOCUMENT IS PROVIDED “AS IS” WITHOUT ANY WARRANTY, EXPRESS OR IMPLIED, INCLUDING WITHOUT ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND ANY WARRANTY OR CONDITION OF NON-INFRINGEMENT. IBM products are warranted according to the terms and conditions of the agreements under which they are provided.



Please Recycle
