

UNICOM Engineering Enables Alert Logic to Scale its Business by More than 40%



Introduction

The task of securing enterprise data and ensuring compliance can be daunting, particularly as the use of mobile devices grows and computing environments evolve. Over half of the largest managed hosting and cloud service providers use Alert Logic solutions to secure enterprise environments and perform intrusion protection, vulnerability assessment and log management. So when Alert Logic prepared to expand its fully managed network security and compliance capabilities, the company sought a strategic partner to help create flexible deployment options and address customer needs in virtually any computing environment.

The Challenge

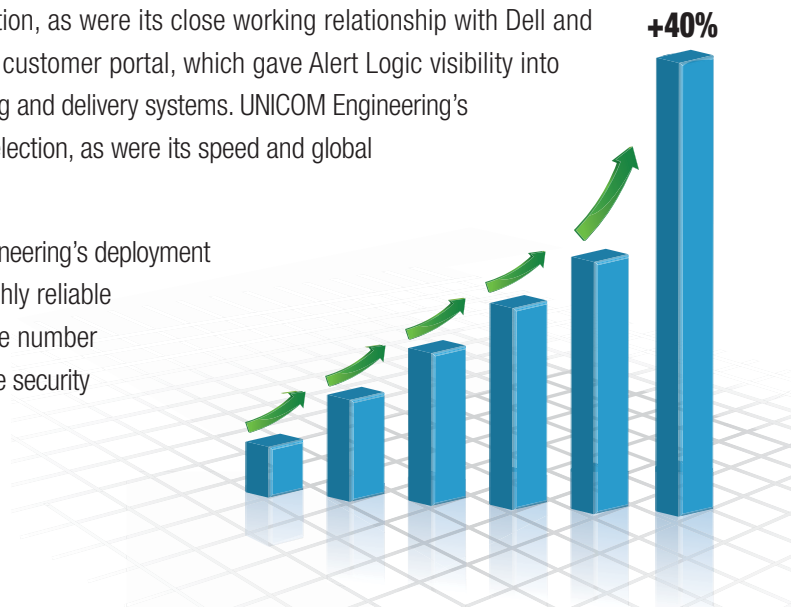
To maintain its state-of-the-art 24x7 Security Operations Center, Alert Logic needed stable and reliable hardware platforms operating in the field, and much more. It needed platform management expertise and deployment resources delivered by a partner with all-inclusive design, integration, support and global logistics services.

“UNICOM Engineering is more than a platform vendor – we consider them a valued strategic partner,” said Chris Tabor, director of service support at Alert Logic. “UNICOM Engineering has been a force multiplier for us – within a single year of working together, Alert Logic was able to take advantage of UNICOM Engineering’s unique technology design expertise, process controls, and support services to help grow our business by more than 40 percent.”

Appliance & Deployment Expertise

In evaluating possible partners, Alert Logic identified five critical criteria: process, procedure, scale, pricing and quality. Alert Logic chose UNICOM Engineering based on capabilities versus other vendors in its class. UNICOM Engineering’s quality practice was a critical factor in Alert Logic’s selection, as were its close working relationship with Dell and Dell-based platform lifecycle capabilities, as well as its customer portal, which gave Alert Logic visibility into UNICOM Engineering’s manufacturing, stocking, shipping and delivery systems. UNICOM Engineering’s quality practice was also a critical factor in Alert Logic’s selection, as were its speed and global logistics footprint.

“In the security market, hackers never sleep. UNICOM Engineering’s deployment and lifecycle services, delivered in parallel with Dell’s highly reliable enterprise-class platforms, have dramatically reduced the number of field failures, allowing us to better provide top-of-the-line security services to our customers at all times.”



Delivering a Scalable, Reliable Solution

UNICOM Engineering was able to help Alert Logic in three key areas: in the upfront design of the hardware platform; in the process controls, to ensure repeatability of output in the field; and in providing ongoing visibility into key business processes and world-class support.

First, UNICOM Engineering worked with Dell's OEM Solutions Group to develop an Alert Logic design based on the Dell PowerEdge™ R210 enterprise-class server. UNICOM Engineering's engineering department then worked with Alert Logic to future-proof the platform for application compatibility, performance and reliability. With a newfound ability to do evaluation testing upfront, Alert Logic was quickly able to issue 10 new software updates within a year, without rendering the existing hardware obsolete.

By leveraging its qualified procedures and process, UNICOM Engineering helped Alert Logic accelerate its time to market for platform solutions. For example, the signed agreement between the two companies was finalized in August of 2010 and new platforms were shipping in early December of 2010.

UNICOM Engineering also provided Alert Logic with far greater flexibility in the way it sells and deliver products— a critical competitive advantage for Alert Logic and its rapidly growing business. Any one of a number of platform configurations are determined at the point of sale; UNICOM Engineering receives each specific order, assembles the platform and provisions the systems with a host name and IP address to ship out the next day.

According to Alert Logic, the services that UNICOM Engineering provides in conjunction with the physical hardware platforms are second to none. Prior to partnering with UNICOM Engineering, Alert Logic's average time frame for replacing a platform in the field was 3-5 business days, "which can feel like a lifetime when dealing with critical security information," said Chris Tabor. With UNICOM Engineering, orders placed before noon ship that day and are on the customer's premises within one business day.

Furthermore, UNICOM Engineering is able to inventory based on Alert Logic projections. Alert Logic previously had to manually create projections every month. Through the use of UNICOM Engineering's web-based customer portal, forecasting is a self-managed process with automated reorder points, dramatically streamlining the supply chain.

Tabor added, "We found that UNICOM Engineering's focus on account management coupled with continual service improvement is truly unique. There are not many vendors you can call on in this industry that are as responsive. We know that we can count on UNICOM Engineering and its staff to deliver solutions and expertise that solve our problems instantly."

Whereas hardware is key component of Alert Logic's delivery model, the company's primary technical strengths lie in delivering fully-managed security services. Without its partnership with UNICOM Engineering, Alert Logic would be required to have the appropriate staff and resources on location to manage inventory, hardware, ISO certified manufacturing operations, and more. As a result of the UNICOM Engineering partnership, Alert Logic is able to focus its efforts on its core competency of delivering the very best security services to customers, without having to strain its resources on critical business functions such as hardware performance requirements, inventory management and global logistics.

"UNICOM Engineering has been a force multiplier for us," said Chris Tabor, director of service support at Alert Logic, which leveraged UNICOM Engineering's expertise, process controls and support services to help grow its business by more than 40%.

About UNICOM Engineering

UNICOM Engineering is a leading provider of server-based application platforms and lifecycle support services for software developers and OEMs worldwide. Through its expertise and comprehensive suite of solution design, system integration, application management, global logistics, support and maintenance services, UNICOM Engineering is redefining application deployment solutions to provide customers with a sustainable competitive advantage. More than a decade of appliance innovation with the ability to provide physical, virtual, and cloud-ready solutions makes UNICOM Engineering one of the most trusted software deployment partners in the industry. Founded in 1997, UNICOM Engineering has facilities in Canton, Massachusetts, Plano, Texas, and Galway, Ireland, and formerly traded on the NASDAQ exchange under the symbol (NASDAQ: NEI). For more information, visit www.unicomengineering.com.



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