



ACI SOLUTIONS

CORESITE SOLUTION: CAGE COLOCATION, CROSS CONNECTS, OPEN CLOUD EXCHANGE



Innovative cloud solutions provider uses CoreSite Open Cloud Exchange, cage colocation, and cross connects to cut spending by 35% and enhance system security for high-profile customers.

SECURITY BEYOND THE BELTWAY

THE CHALLENGE

Finding technology solutions for greater uptime and business value

In the wheeling and dealing world of Washington, D.C., it's easy to forget that not everyone's business is based on give and take. Outside of the political machine, organizations need certainty and structure to carry out their business. Increasingly, they're turning to ACI Solutions for ways to deliver both.

The rapidly growing technology services firm has made a name for itself by providing customized Unified Communications, risk mitigation, and managed services solutions to federal government agencies and high-profile enterprise clients in the Beltway and around the world. However, the company's rapid growth and disparate data center solutions made it difficult to deliver the high security and network availability its clients demanded and its continued business growth required.

"Our previous environment was sort of a disjointed mashup of solutions, with a presence in multiple locations and some critical systems housed on-site," says Mohamed Hersi, President and CEO at ACI Solutions. "We needed a more integrated and cohesive solution that would allow us to scale quickly and deliver exceptional service to our customer base with a small team and few resources."

MITIGATING RISK ACROSS A DIVERSE CUSTOMER BASE

ACI's customer base comprises a unique blend of private and public sector organizations. To better accommodate wide-ranging customer needs such as aggressive service level agreements (SLAs) and industry regulations, Hersi sought a data

center solution that would enable ACI to consolidate its operations, scale faster, and enhance network security and performance.

In the past, the company housed its infrastructure in a number of locations - including multiple data centers spread throughout the DC Capital Region. The company's previous data centers were conveniently located, but lacked the security measures necessary to comply with the stringent compliance standards, such as FISMA High Security, that its customers were required to meet. More importantly, ACI's previous data center experienced occasional network outages that negatively impacted various customer applications and could take as long as an hour to fix.

At the same time, hosting essential technologies on-site also exposed the company to the risks of devastating outages and downtime that could have taken critical systems off-line. ACI understood the need to move to a highly secure, fully redundant data center prior to launching its new flagship Attack Mitigation System (AMS) solution, a class-leading cyber security platform for government agencies.

ACI's AMS Solution provides enterprise and public sector clients a real-time cyber attack protection and mitigation service, protecting their entire infrastructure. AMS protects against distributed denial of service (DDoS) and other attacks with real-time defense protocols for vulnerability exploitation, malware spread, information theft, and web service attacks. *"Even a minute of downtime can cost our customers millions in revenues or fines for falling out of compliance," Hersi says. "An adverse effect like that on their entity can have a catastrophic impact on both our bottom line and reputation."*



"Our customers face a number of challenges that most organizations don't because of the nature of their businesses. CoreSite solutions blend the high level security, carrier neutrality, and scalability we need to sustain their operations every step of the way, while providing the support we need to grow our own."

**Mohamed Hersi, President and CEO,
ACI Solutions**

THE SOLUTION

Introduced by a trusted carrier partner, ACI Solutions opted to replace its legacy services with CoreSite cage colocation, cross connects, and the CoreSite Open Cloud Exchange.

With CoreSite, ACI is partnered with a reputable industry leader whose modern facilities and expertise help ACI meet the strict compliance, security, and accessibility standards its customers demand. Unlike its previous solution that was plagued by unreliable power and costly outages, CoreSite cage colocation consolidates ACI's data center footprint to a central, protected location supported by advanced power and cooling systems to deliver a 100% uptime SLA. Now, ACI employees can work directly within the cage or monitor the health of the network remotely from its on-site, custom office space.

ACI is taking advantage of CoreSite's Open Cloud Exchange and hard-wired cross connection solutions to link up with numerous carriers and access a growing community of private and hybrid cloud solutions providers. ACI can leverage real-time provisioning and on-demand reconfiguration to instantly connect to a dynamic ecosystem of provider networks and rapidly scale to meet the needs of its customers' businesses.

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CUSTOMER EXPERIENCE AND SOLUTION BENEFITS

High-touch service and unmatched reliability

Finding a suitable data center provider is a challenge in and of itself, but migrating existing operations to new facilities can feel like a risky proposition for business leaders. According to Hersi, partnering with CoreSite helped turn a potentially dicey situation into a seamless transition.

"We had aggressive timelines for setting up our office and arranging our cage that other providers may have struggled to meet," Hersi says. "With CoreSite, we had the full backing of the operations and engineering teams to beat our deadlines by nearly a week and hit the ground running."

Beyond the quick turnaround and high-touch customer experience, Hersi says that one of the biggest advantages to partnering with CoreSite is the certainty that comes with colocating in a modern, secure building. Round-the-clock access to a 24x7 facility with redundant power, redundant cooling system, and extensive security measures is a far cry from ACI's previous experiences. Since moving to the CoreSite facility, the company has virtually eliminated the costly downtime and outages that hindered its customers' operations.

The reliability of CoreSite's facilities along with the visibility to prospective partners and customers has been a boon to ACI's business. *"Partnering with CoreSite has introduced our services and solutions to new audiences and expanded our brand's footprint," Hersi says. "Additionally, we've been able to reduce our telecom spend by approximately 35% because carriers are now actively bidding on our services."*



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With a successful move to a new data center and a portfolio of innovative services, ACI Solutions is poised to execute on its growth strategies—with CoreSite playing a starring role. *"We're planning to dramatically expand our footprint in the U.S. and need a reliable partner to make that happen," Hersi says. "CoreSite was the clear choice for our present and future needs because they're a pure data center player; they aren't our competition, they're a true strategic partner."*

ACI SOLUTIONS CASE STUDY AT A GLANCE

Challenge

- Rapidly scaling infrastructure to meet growth demands
- Enhancing network performance to eliminate downtime
- Meeting strict security compliance demands for government agencies and enterprise organizations

Solution

- Leverage CoreSite cage colocation to improve reliability, scalability and security.
- Participate in the CoreSite Open Cloud Exchange to gain visibility with prospective partners and customers.

Results

- Decreased telecom spend by approximately 35%
- Eliminated costly outages and downtime
- Enabled compliance with FISMA and other industry and federal regulations
- Enhanced ability to instantly connect with carriers and customer networks
- Strengthened position for future growth



ABOUT ACI SOLUTIONS

ACI Solutions is a secure cloud and managed services provider with U.S. headquarters in Arlington, Virginia. The company partners with commercial clients and federal agencies with the aim of delivering secure cloud communications, cyber security, and managed services. ACI's mission is to be a global leader in delivering technology-enabled business solutions and services



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