

# London-based managed services provider Wavex delivers cloud innovation to the legal sector.

## SOLUTION: DRaaS

Talking to Wavex CEO, Gavin Russell, it quickly becomes clear that he knows his customer base extremely well. Russell has positioned his company to deliver exactly what small to medium businesses need from a Managed Services Provider (MSP). Wavex helps their customers in the legal and other sectors ensure IT is a strategic enabler with end-to-end services that include [11:11] cloud hosting and Disaster-Recovery-as-a-Service.

### The Wavex Offering

To say that Wavex delivers IT services to customers does not do this MSP justice, as they approach each customer engagement from a very strategic viewpoint. Small to medium companies come to Wavex with IT or business challenges and a strong desire to get more value from IT—but not necessarily with the expertise to know how to achieve that. Deploying a consultative approach, the Wavex team looks at the full IT spectrum of their clients, from infrastructure to apps to strategy and risk models, to recommend IT strategies and services. “We’re really changing the traditional approach to what IT outsourcing is,” Russell says. “It’s not just about keeping our customers’ IT running—it’s about helping them achieve their business objectives and grow.”

The Wavex offering includes IT business process optimization, secure cloud services, and fully managed IT services as well as an end-to-end IT service management platform called APEX® that manages and reports across a customer’s entire IT footprint. All of this combines to help Wavex customers achieve levels of value from IT that are usually only available to larger companies with much bigger IT budgets.

### The Island, Now 11:11 Systems, Partnership

Russell and his team identified very early on that cloud services would be key to helping customers achieve their IT and business objectives and sought a partnership with a cloud services provider. Wavex reviewed the security, availability, support, and visibility of the [11:11] cloud platform and liked what they found.

“We don’t want to have to worry about hardware,” Russell says. “[11:11] are the infrastructure experts and it’s better for our business to rely on the [11:11] Secure Cloud while we focus on delivering the IT strategy for our customers”.

Wavex was particularly impressed with the robustness of the [11:11] Disaster Recovery-as-a-Service solution—which has been recognized by leading industry analysts Gartner and Forrester—and they knew disaster recovery (DR) was an increasing area of concern for their customers.

### CHALLENGES

- Wanted to focus on IT strategy for customers, not IT infrastructure
- Needed the highest availability levels to keep customers’ IT up & running
- Required cost-effective cloud services for their SMB customer base

### SOLUTIONS

- Cloud Hosting and DR on the [11:11] Secure Cloud

### BENEFITS

- A true partnership that helps deliver IT innovation to customers
- Cost-effective cloud hosting and DR solutions
- Secure cloud platform to ensure highest levels of protection

### PROFILE

- Size: Medium
- Industry: IT services/MSP

"[11:11] is a true partner to Wavex. Their technical solution is incredibly strong and they are innovating where others are stagnating—that's what we need to help our customers succeed"

**Gavin Russell, CEO at Wavex**

## Helping the Legal Sector Innovate

IT has become increasingly important to the legal sector—after all, if IT is not running, the legal firms are not billing. While the Wavex customer base spans many industry sectors including finance, real estate, and professional services, they have had particular success helping the legal sector gain benefits from IT in new ways.

## Addressing a Business Challenge

One such customer is B P Collins LLP—a Thames-Valley based solicitors' practice that is at the forefront of IT innovation in the legal sector. When B P Collins approached Wavex, they needed to deploy a critical new business app in a very short time frame and migrate to a new platform that offered high availability SLAs and was low risk to the business.

Imran Shah, IT Manager of B P Collins explains, "Wavex demonstrated a deep understanding of project delivery. The technical design of what was needed for the B P Collins migration was accurate and client-focused."

Wavex was able to get B P Collins up and running on the new platform—hosted on the [11:11] Cloud—with no downtime and no impact on operations, something that other providers were not able to guarantee.

## Protecting the Legal Sector

Wavex is also delivering B P Collins with a cloud-based Disaster Recovery solution. The Zerto DRaaS solution from [11:11] offers a cost-effective, highly available and easily testable DR solution which enables failover to two geographically diverse UK [11:11] cloud locations.

A recovery point objective of only 15 mins has been achieved—with which B P Collins is delighted.

## Security a Top Priority

With the need to avoid increasingly sophisticated hackers and ransomware attacks, IT security is a top priority for B P Collins.

The Wavex services combine the advanced security features of the [11:11] cloud spanning encryption, vulnerability scanning, intrusion detection, and more, combined with APEX® Secure which Wavex has developed to provide vulnerability assessments of a customers' entire IT environment.



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