**11:11 SYSTEMS**

# Spence Software partners with 11:11 Systems for cloud, cuts IT costs in half

## S2 SpenceSoftware™
### EHS Management Software Solutions

**Challenges:**

- High hosting and IT costs
- Slow customer support response
- Inability to easily modernize and scale
- Lack of visibility and control
- Mediocre performance
- Insufficient internal IT resources

**Solution:**

- 11:11 Infrastructure as a Service (IaaS)

**Benefits:**

- Fifty percent savings on IT costs
- Increased ability to scale and modernize
- Faster and better customer service response
- Simplified AWS and Azure configuration and setup
- Flexibility to easily change or upgrade environment as needed
- Commitment to meeting data sovereignty and compliance requirements
- Significant improvement in performance

**Profile:**

- Industry: Health and Safety
- Size: 3500+ active customers

## CLIENT PROFILE

Spence Software is one of the original pioneers of health and safety software companies. Founded in 1995, Spence has been developing occupational safety software for over 20 years resulting in S2Web—one of the most capable and cost-effective options available today. From its early beginnings as a Microsoft Access desktop program to its current modern solution running as a software as a service (SaaS) application, Spence Software has remained committed to ensuring that the data its safety department manages is effective in reducing incident rates. For more information, please visit spencesoftware.com.

## THERE'S NO PROBLEM QUITE LIKE SUCCESS

For more than two decades, Spence Software CEO Ron Spence had been using his IT skills and industrial experience to become a leader in the occupational health and safety software industry. The route to the top wasn't deliberate, in fact, the company's chosen path involved a little bit of luck on top of that IT expertise.

"We had a lot of health and safety issues ourselves early on, so I put together an IT computer package to manage it all," explains Spence. "It really worked well and no one else was doing it at the time."

With the help from a friend, Spence turned that expertise into a desktop application to manage health and safety issues for other companies. When he went commercial with the program a few years later, he had tremendous success. So much so that he needed to leverage web servers to expand his solution. Eventually, his list of clients began to grow.

Unfortunately, with that growth came a new set of problems. Spence saw his hosting costs become prohibitively expensive. Plus, as he tried to upgrade and modernize the system, he became frustrated with the lack of response from his IT and hosting provider. Then his team faced exasperating delays in their efforts to modernize and scale their platform.

**II:II SYSTEMS**

"We were finding that we were spending a lot on monthly IT costs and the service wasn't that great anymore," said Spence. "It sort of went downhill."

So, Spence began exploring different providers recommended by a colleague, searching for a new cloud partner that could provide a scalable, cost-effective, and managed solution while meeting its strict data sovereignty requirements.  He eventually chose to go with 11:11 Systems. The transition was designed to be seamless and customized to Spence Software's unique SaaS-based business needs. "11:11 had an edge over what the other guys were proposing," Spence said. "We now pay half the price of what we paid with our previous provider. Plus, 11:11 gave us great support and responsiveness, while delivering an incredible amount of flexibility, scalability, and performance."

## SIMPLIFYING THE COMPLEX: TAILORED SOLUTION, GLOBAL REACH

No two organizations are exactly alike, which means no two cloud journeys are exactly alike. Or at least they shouldn't be. Spence Software—like any modern organization—had requirements, concerns, and challenges that were wholly its own.

For example, the company was bound by strict compliance and security requirements that mandated all its data remain in Canada. Additionally, Spence wanted to increase the company's overall flexibility and scalability by migrating to a VMware environment in the cloud. But, ultimately, he knew the company lacked the resources and expertise to complete an IT initiative of that magnitude in-house.

Luckily, Spence wasn't alone. Backed by its proven solutions and decades of experience and expertise managing customer cloud migrations, 11:11 helped Spence Software simplify what would have otherwise been a dauntingly complex process. All told, the 11:11 team designed a seamless cloud transformation roadmap, tailored and aligned to the company's unique business needs and requirements, including its demand for data sovereignty and security. In particular, the hands-on, expert support that 11:11 provided during migration was a key differentiator.

"As a small company, to set up a proper system on either AWS or Azure you really need help," Spence said. "11:11 provided us a team of four cloud experts that helped us configure and set up our system in about a week with great advice and direction, which was awesome. Not only did 11:11 save us time, but their specialized cloud knowledge guided us through a very difficult process that would have been a real struggle on our own. That level of personalized support made a big, big difference."

Of course, none of this specialized knowledge and support would have mattered if 11:11 couldn't also guarantee Spence Software's data sovereignty requirements. Thankfully, however, 11:11's cloud footprint is truly global—with more than 50 premier facilities strategically positioned across the world, including North America, Europe, Asia, and Australia.

Indeed, 11:11 understands that data security, stability, and sovereignty are paramount to its customers' success in the cloud. That's why 11:11 strives to deliver the highest possible level of protection and resilience for your data, while also guaranteeing where it physically resides. That also includes taking a compliance-first approach to application performance, protection, and recovery in the cloud.

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"11:11 Systems lets me sleep at night because I'm not really worried anymore. The performance and technology has been A1, first class, giving us a competitive edge over our competition. Customer service has been very responsive. And we've experienced a 50 percent reduction in IT costs."

Ron Spence, President and CEO of Spence Software

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## RESPONSIVE CUSTOMER SERVICE AND UNPARALLELED VISIBILITY

11:11 understands that technical questions represent time and money to its customers, including Spence Software. 11:11's commitment to rapidly resolving issues didn't go unnoticed by Spence.

"11:11's customer support was a really big positive for me," Spence said. "If I ask a question, they give me the right answer back really, really fast. For example, we discovered we didn't have enough storage, which was a big problem for us. But in only 10 minutes, 11:11 bumped up our storage by 300 gigabytes and our problem was gone, and we were still within the bounds of the terms of our contract, which was really generous. That type of responsive support and the ability to scale resources up and down as you need them is a big deal for us."

This expert guidance helped simplify the complexities of configuring a secure and efficient cloud environment, saving Spence Software significant time and valuable resources. In fact, during their due diligence process, Spence found that other providers charged upward of $1,000 per month for additional migration and configuration assistance—services that came included with 11:11 Cloud.

Finally, Spence really appreciated the 11:11 Cloud Console— the powerful management platform that comes with all of 11:11 cloud services, including 11:11 Public and Hosted Private Cloud, 11:11 Disaster Recovery as a Service (DRaaS), 11:11 Cloud Backup as a Service (BaaS), and 11:11 Object Storage. It provides comprehensive control and visibility into all the 11:11 services that Spence Software utilizes.

"The 11:11 console is a real wonder," Spence said. "It provides a detailed view of how things are performing, it simplifies management, and gives us feedback on how the health of our services. And if there happen to be any issues, it pinpoints where they're located."



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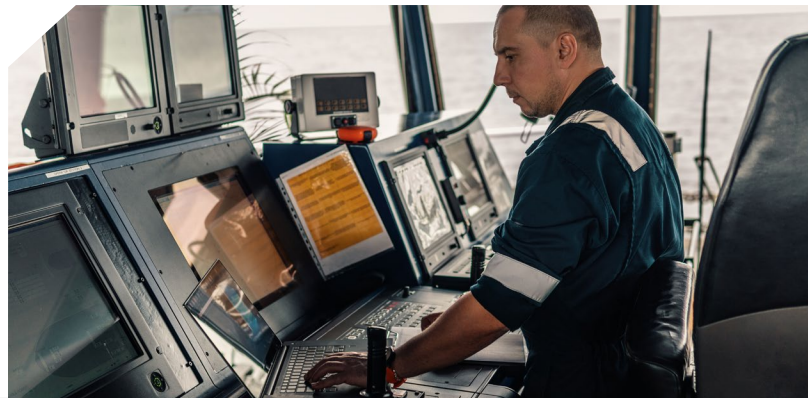
## THE RESILIENT CLOUD PLATFORM

◆ MODERNIZE   ◆ PROTECT   ✳ MANAGE

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