



### **Dramatic Growth Drives Strategic IT Decisions**

“By aggregating and monitoring potential failures in critical environments like Exchange, Azaleos helps keep our banking business up-and-running with minimal downtime. We now leverage our IT infrastructure to drive down costs associated with producing and transacting loans.”

– **Karl Kurrle, CIO Golf Savings Bank**

#### **SUMMARY / BENEFITS**

- Unified, real-time monitoring, management and reporting for Microsoft Exchange, SharePoint, and Active Directory
- Turnkey solution includes filtering and disaster recovery services, real-time optimization of critical systems
- Reduction in total cost of ownership

#### **AZALEOS SERVICES**

- Managed Exchange Services
- Managed SharePoint Services
- Managed Filtering Services
- Managed Continuity Services

## When dramatic growth occurs where speed matters, underperforming email systems can't be allowed to slow business down.

Golf Savings Bank (Golf) provides mortgage lending services across 35 offices throughout Washington, Oregon, Idaho and Montana. IT is a core component of Golf Savings Bank's business. In the highly competitive and regulated loan industry, customers demand faster and more responsive service from lenders. Central to making this happen is ensuring employees have reliable IT tools at their fingertips.

During a three period, Golf Savings Bank experienced a dramatic expansion of its business - growing from 100 to more than 650 employees. This growth was taking a toll on Golf's ability to manage the IT infrastructure required to support its business. Additionally, Golf had invested in virtualization as a way to reduce hardware and datacenter costs through greater efficiency. However, with virtualization comes greater management complexity.

With about 6 full-time IT staff (subsequently growing to 14), Golf simply didn't have the bandwidth to monitor and manage services for such a large employee base. Golf was forced to consider alternative measures to maintain the IT availability levels required by the loan business.

"The need to do more with less and our desire to realize the full benefits of virtualization were the primary reasons we sought-out Azaleos. We needed to provide enterprise-class services for our expanding base of employees. The only way to accomplish this was to align with a partner that has a deep understanding of and solid relationship with Microsoft. This included everything from setup to ongoing operations. Additionally, while we still wanted to move managed services off-site, it was important to maintain ownership of our machines to retain complete control of the environment. This would prevent us from having to place everything in a cloud computing model," said Karl Kurrle, CIO of Golf Savings Bank.

### Solution



Azaleos conducted a full assessment of Golf's IT infrastructure and their unique needs. The result was a custom solution addressing Managed Microsoft Exchange. Shortly afterwards, Golf elected to receive managed solutions for SharePoint, Archiving, Business Continuity and Filtering.

"Working with Azaleos, we truly leverage our IT infrastructure to drive competitive advantage. By aggregating and monitoring potential failures in critical environments such as Exchange, Azaleos helps keep our business up-and-running with minimal downtime. Azaleos truly powers us to realize dramatically lower costs associated with producing and transacting loans," said Kurrle.

Azaleos Managed Filtering Services protect Golf's Exchange environment against Web-borne malware - dramatically cutting the amount of unsolicited messages in its e-mail system. Azaleos Managed Continuity Services protect Golf against downtime due to failures and provides rapid service restoration in the event of a disaster. Kurrle also leverage Azaleos' Managed SharePoint Services.

"We had a couple cool/sexy apps working on SharePoint but if the core of SharePoint doesn't work, then those fancy things aren't going to work the way that they're supposed to," said Kurrle. "You've got to have your foundation completely set before you start turning on all the bells and whistles. It's a dime a dozen out there for someone who wants to build a SharePoint app. I needed someone to focus on the infrastructure -- I understood the Azaleos work ethic and commitment to service, so it was very easy to make the decision in favor of Azaleos."

### Benefits



By turning to Azaleos managed services, Golf Savings Bank has reduced support costs for managing its Microsoft collaboration systems and increased end user service levels.

One of the biggest advantages offered by Azaleos compared to hosted solutions has been the ability for Golf to keep data on-premises and under its control. According to Kurrle, "Working with Azaleos has truly been an eye-opening experience. I didn't think it would be possible to give up management responsibilities without losing full control. With the ability to aggregate problems across the board and know if it's a one-off problem or an ongoing issue with multiple customers - Azaleos can simplify the management process, letting my team focus on strategic, rather than day-to-day issues. Having a single source of contact to make all this happen has really simplified my life."

Azaleos provides remotely managed services for Microsoft Exchange, SharePoint, OCS and Active Directory. Our clients experience the cost savings and support levels of a hosted solution while their hardware, software, and mission critical data stay on-premise behind the corporate firewall.

Our patented ViewX technology securely transmits data from client servers to Azaleos' Charlotte and Seattle NOCs where experts proactively manage the client's environment 24x7x365, finding and fixing issues before users or IT are even aware that a problem exists.

Learn more about Azaleos today:

[www.azaleos.com](http://www.azaleos.com) toll free: 866.318.8767