



FUSIONSTORM

SUNTONESM CERTIFIED SERVICE SUCCESS STORY

KEY HIGHLIGHTS

Company

FusionStorm

Industry/Market

Remote Managed Service Provider

Key Business Issues

- Demonstrate world class technologies, people and processes through valuable industry certification
- Shorten sales cycles
- Develop systematic process for organizing and disseminating information

Business Results

- Certification-necessitated document management system results in greatly improved communications, reduced duplication of effort, and shortened learning curves
- Improved service delivery as direct result of certification process
- Key customer win due to providing SunTone certified solutions

Configuration Specifics

- Sun Enterprise™ servers
- Sun Netra™ servers
- Solaris™ Operating Environment

“The service provider market provides significant challenges but great opportunities for well prepared and high quality providers. SunTone certification of our remote IT management services is key to our strategy as we demonstrate our world class technologies, people and processes. We believe that SunTone certification will provide us with a distinct competitive advantage in the marketplace.”

*John Varel,
CEO, FusionStorm*

FusionStorm was founded in 1995 as Synergistic Computer Solutions, and has since built web and IT infrastructures for more than 800 companies. FusionStorm delivers remote IT managed services to help its customers more easily maintain the availability and security of their most important, high availability systems, leaving their customers more time to focus on forward-looking IT objectives.

FusionStorm has a vision to become the leading service provider (SP) in the remote IT managed services market. Towards this end, FusionStorm recently achieved the prestigious SunTone™ certification for its high quality remote IT managed service—the first such service to be SunTone Certified.

Customized Solutions with High Value

FusionStorm offers varied levels of managed services, allowing each of its customers to specify which level of service they need for each component of their environment. Service level 1, for example, includes round-the-clock monitoring for business-critical systems; service level 4 includes comprehensive management, including full database support, firewall policy management, and back-up and recovery services.

John Varel, CEO of FusionStorm, remarks:

“Because the marketplace has been flooded with SPs that add little or no value, clients need tools that allow them to quickly separate the service providers that will guarantee successful projects from those that will only guarantee a low price. SunTone certification is a key tool that allows FusionStorm to differentiate itself.”

The Certification Value-Add

FusionStorm was very interested in the process and the benefits of SunTone certification. “Over the past two years, FusionStorm has experienced rapid growth. During this time, FusionStorm developed an entirely new service offering in remote IT managed services. Although we documented all of our processes, procedures and architectures, we did not have a systematic process for organizing and disseminating the information. SunTone certification forced us to create a new Intranet-based document management system to organize and standardize our information. By organizing our intellectual property, FusionStorm has reaped huge benefits in improved communication, reduction in duplicate efforts, and shortened learning curves.” says William Dougherty, VP of Managed Services.



Dougherty continued: “We found the SunTone specification to be very detailed and thorough. The bar was very high and we found a few ways to improve our service delivery as a direct result of going through the certification process. Since we were very advanced in our process and technologies, we were able to complete the requirements quickly.”

SunTone Certification Goes a Long Way

FusionStorm recently had a customer win which was directly attributable to its ability to provide a complete set of SunTone Certified solutions from Sun, HP OpenView, Oracle and Veritas.

Conference Planners (www.cplan.com), a leading event management firm specializing in high technology companies, chose FusionStorm to remotely manage its IT systems because of its demonstrated competencies in these SunTone Certified products.

Bob Harren, CIO of Conference Planners, explains: “SunTone certification of FusionStorm’s service is a validation of the high quality service that they provide. We believe that this unique combination of SunTone Certified solutions and their expertise being used to provide this complete service will provide a first year ROI of over 100%.”

The SunTone program provides additional benefits to the top quality service providers that get their services certified, including significant co-marketing and co-selling benefits. In addition, the large Sun sales force is highly incented to channel business to SunTone Certified service providers.

As Josh Krasnegor, Director of Marketing for FusionStorm remarked: “The marketing and co-selling opportunities that the SunTone program provides us are very valuable. We are looking to leverage the Sun sales and marketing resources to help drive leads, shorten our sales cycle, and assist us to ultimately become the defacto provider of remote IT solutions in this market.”

“SunTone certification is a valuable recognition of FusionStorm’s attention to providing quality, best of breed services. Unlike broader quality certifications, the SunTone program focuses specifically on technology in the SP space. SunTone certification allows FusionStorm to shorten its sales cycle, because clients have immediate assurance that FusionStorm has the experience and capability to provide quality services. SunTone certification reduces the amount of due diligence required to sign a deal.”

John Varel,
CEO of FusionStorm

www.sun.com/suntone



The SunTone Certification and Branding Program (www.sun.com/suntone) is a collaborative industry effort, led by Sun Microsystems, Inc., to promote high-quality Internet-based services.

Information about FusionStorm can be obtained at www.fusionstorm.com.

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