

IaaS & Managed Cloud Hosting Case Study



Ecritel serves customers with high volume traffic and unpredictable peak periods. The company handles these fluctuations through redundant & reliable colocation.

Founded in 1985, Ecritel specializes in 24/7/365 managed cloud computing and eBusiness solutions, which are delivered from offices around the world. As one of the trailblazers in the digital communications field, Ecritel offers strong managed cloud infrastructure, eCommerce platforms and transactional infrastructure as a service (IaaS), supported by a content delivery network (CDN).



Ecritel always uses the best providers to secure and host the company's cloud infrastructures across the globe. As the organization approached expansion across North America to build on Ecritel's international platform, the company sought a downtown Montreal provider to host Ecritel's central cloud infrastructure. The company focused on colocation data centers offering redundancy, network availability, practical pricing, and on-site support. Grounded in these requirements, the company now counts on Cologix Montreal to link to the main peering points and transit operators in Eastern Canada.



"We have benefited from Cologix cross connects, especially connecting to Tata Communications, GTT Communications and Fibrenoire. We have **built our global backbone on these providers**. Our overall experience with Cologix has been very good, with key benefits including **strong, reliable and redundant data centers with 100% SLA availability**. We also appreciate the investment Cologix has made in their data centers for **continuous facility improvements**."

– Ecritel Canada Managing Director Geoffrey Vande Weerd

Requirements & Challenges

- Anchor point for North America expansion from Europe
- Downtown Montreal data center provider
- Access to a number of network carriers & cross connects to other colocation customers
- Redundant infrastructure
- Low latency for applications
- On-site technical support
- Data center committed to improvements
- Stringent SLA with data center policies & procedures in place
- Solid security features

Solution

- ✓ Secure cabinet & cage data center space, power, & cross connects
- ✓ Connectivity to +75 network service providers
- ✓ Presence in Cologix's MTL 1 (625 Rene-Levesque Blvd.), MTL 3 (carrier hotel at 1250 Rene-Levesque Blvd. West), & MTL 4 (7171 Jean-Talon) data centers throughout Montreal
- ✓ 24/7 technical support with web-based helpdesk, live support & Remote Hands service

24 Network Neutral Data Centers Throughout North America

Columbus - Dallas - Jacksonville - Lakeland - Minneapolis - Montreal - New Jersey - Toronto - Vancouver



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Results

Ecritel takes the specific professional requirements of each client into account when dealing with providers, entering into optimum service level agreements (SLAs) that cater to client needs and expectations. Based on this approach, Ecritel gained the following benefits through Cologix Montreal colocation services:

Ample Availability

Ecritel hosts eCommerce and cloud computing solutions that are operated on a facility-management basis. The company's high-availability platform facilitates online shopping for clients with high volume traffic and unpredictable peak periods. Additionally, Ecritel's multi-operator CDN offers a 30,000 server capacity, which requires high availability, low latency and optimal performance from the company's colocation connectivity. In response to customer requirements for service delivery in a predictable, reliable and consistent manner, Ecritel guarantees clients a high degree of service availability and responsiveness when it comes to managing infrastructure. Through multiple cross connect redundancy, Ecritel meets these promises 24/7/365.

Crossroad of Connectivity

Building a network independently can be difficult as the capital expense is quite prohibitive. By colocating in Montreal at the natural interconnection point of the long haul fiber routes to Europe, New York and Toronto, Ecritel's global offering reaps the benefits of prime connectivity. This is particularly helpful as the company maintains sites in main economic zones, including a corporate headquarters in Paris, France as well as a location in New York, which connects to Ecritel's Montreal footprint. For a company that builds its network using other networks, having direct access to a diverse set of +75 network carriers is vital. By connecting to providers via colocation instead of connecting their facilities through internal efforts, Ecritel can have 10 times the capacity for a quarter of the price. Additionally, a Montreal location offers access to a growing tech market with an expanding number of video game companies, movie producers and many other organizations opening in Montreal, which require services that Ecritel offers.

Total Colocation Solution

Cologix Montreal data centers provide total redundancy as well as security features, fire prevention, and network access, enabling Ecritel to focus on controlling and fluxing optimization, load balancing and other key tasks to manage their offering. The facilities require visitor check in and badges while providing video surveillance and 24/7 on-site guards, among other security features. Ecritel rests assured knowing the electrical infrastructure receives regular maintenance, while the company can also leverage this technical expertise through Cologix's Remote Hands service. Through this solution, Ecritel does not have to send out a technician each time they have a network infrastructure matter to address, which can become a very valuable asset in terms of reduced resource outlay.