



How TBI with phoenixNAP improved efficiency and brought unparalleled security to Ascent Aerospace

Ascent Aerospace is a global, world-class manufacturer of high-precision aerospace tooling and assembly lines since 2012. As the industry's largest tooling group in the world, the company understands the market trends and requirement to deliver the best-in-class service quality. To establish and secure the highest performance rate, customer satisfaction, the company is providing turn-key solutions from one source.

As an automation provider and production system integrator, it's no wonder that Ascent Aerospace has one of the most prominent players in the aerospace industry. To deliver the simplicity of customer support through highly automated processes to their clients, they needed a highly scalable, secure, and efficient Infrastructure.

“ phoenixNAP's experienced sales engineers created a customized solution that matches all our infrastructure requirements. With phoenixNAP, it's not just the solution, it's the people on whom you can rely. It's flexibility, it's responsiveness, and they're a great overall solution fit.

Scott Kamper, Channel Manager, TBI

At-A-Glance

CLIENT

Ascent Aerospace

LOCATION

United States, Europe

BUSINESS FOCUS

Aerospace industry

ISSUE

Customer's greatest challenge was overcoming poor, delayed service & support from their cloud infrastructure provider. Lengthy response times to open service tickets were unacceptable and proving to be problematic. The result was frequent delays so significant to their day-to-day operations across their multi-site footprint that it was necessary to seek a more reliable cloud provider.

SOLUTION

phoenixNAP's Data Security Cloud (DSC) to provide a secure, "always-on" cloud infrastructure environment, supported by a SOC-audited NOC team of technicians.

RESULT

Improved customer satisfaction and productivity, increased revenue with a highly available, scalable, cost-effective and secure cloud infrastructure.

CHALLENGE

The customer's greatest challenge was maintaining its critical and complex "always-on" compute infrastructure, supporting processes approval, certification and management to ensure full industry compliance as well as customers' performance expectations. While seeking to improve on its complex process-- making it efficient, productive, and secure, phoenixNAP needed to provide a higher level of expert responsiveness in promptly supporting a vital cloud infrastructure. It was indeed the primary reason Telecom Brokerage Inc. (TBI) felt confident in bringing such a high-profile aerospace manufacturer to phoenixNAP.



Testimonials

Jeremy Nutting, *Director of IT Ascent Aerospace*

PhoenixNAP's Data Security Cloud (DSC) solution met their infrastructure specifications, server requirements, security and compliance needs. Confident phoenixNAP possessed the expertise and skill sets necessary to help Ascent Aerospace optimize its critical compute operations, it's no wonder TBI chose phoenixNAP. Moreover, phoenixNAP's SOC-audited processes ensured a timely implementation. By providing expert consulting and assistance throughout its implementation, phoenixNAP became TBI's #1 choice.

SOLUTION

The customer was searching for an Infrastructure-as-a-Service (IaaS) provider that could also deliver strong support to a new, powerful turn-key solution that met all of their industry regulations and security demands. DSC was the perfect solution that leveraged phoenixNAP's powerful cloud infrastructure that could also manage back-ups, meet its security demands, and enable monitoring and visibility to all connected systems. It is designed to be "the world's most secure platform" to protect sensitive, mission-critical data and establish an "always-on" cloud infrastructure environment for Ascent's production, QA and Dev operations. phoenixNAP' DSC could dedicate resources to their virtual cloud environment by setting it apart from other workloads, ensuring a fully private cloud compute environment. This way, phoenixNAP enabled 24/7/365 uptime for day-to-day critical operations. In addition to our DSC platform, Ascent Aerospace took advantage of phoenixNAP's Cloud Back-up with Veeam. This robust service allows Ascent to manage scheduled snapshots of their vital on-prem systems for retention of their critical workloads using Veeam replication software. With Veeam and VMware combined, phoenixNAP was able to provide Ascent Aerospace the ultimate secure cloud network, ensuring always-on compute capabilities that offered greater control, visibility, cloud back-up, plus more responsive expert support across their company's multi-site operations.

BENEFIT

TBI, as the Master Agent, provided Ascent Aerospace great consultation by partnering with phoenixNAP's team of engineers to meet critical SLAs, delivering a Data Security Cloud as the ultimate, secure compute model. DSC is built as a multi-tenant, secure, hosted cloud infrastructure platform with strict visualization and segmentation controls with PCI certification to deliver the best cloud security. Powered by VMware, Intel, and Veeam as the best technology vendor-alliance in its class, phoenixNAP can continually monitor and fix vulnerabilities that could jeopardize the integrity of Ascent Aerospace's infrastructure. phoenixNAP is a VMware Verified Cloud Service provider, and a Veeam National Platinum CSP Partner offering the highest level of Cloud Services with integration & interoperability, which enables easy access to the full set of capabilities of cloud infrastructure.



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ABOUT PHOENIXNAP

PhoenixNAP is a global IT services provider offering progressive Infrastructure-as-a-Service solutions from locations worldwide. Our bare metal server, cloud, hardware leasing and colocation options are built to meet the evolving technology demands businesses require without sacrificing performance. Scalable OpEx solutions to support with the systems and staff to assist; phoenixNAP global IT services.

ABOUT TBI

Partner with TBI and leverage our resources to grow your business. From back-office support, marketing and training to agnostic solutions engineers and regional sales support, we have it all so you don't have to.



*It was a simple, easy process of delivering not just the right-fit solution to the customer's needs, but the value of deep understanding of their infrastructure requirements and the knowledge how to build the **cost-effective solution** tailored to their needs.*

Scott Kamper, Channel Manager, TBI



Offering this option through the trusted partnership of phoenixNAP and TBI, Ascent Aerospace can better meet the needs of today's manufacturers in a demanding, modern business world. TBI, together with phoenixNAP, helped grow their business, realize more sales, and improve their customer's satisfaction. Our mutual dedication to providing available leading-edge IaaS solutions to today's businesses ensure Ascent Aerospace continue its long and successful business trend.

