FLEXENTIAL

Improving business workflows to strengthen efficiency and the bottom line

Customer Story

Paperwise

Paperwise utilizes multi-tenant cloud and Flexential technical expertise to support customizable automation software.

> "Our software allows customers to operate their businesses the way they want. Flexential's cloud infrastructure enables our platform, and the expertise of its internal team delivers strategic technical support when needed."
>
> **Dan Langhofer**
> President
> Paperwise

The History

Headquartered in Springfield, Missouri, Paperwise is a leading process automation platform designed to help small- to medium-sized businesses address operational hurdles without risking security. Its low-code platform enables customizable document management, intelligent capture and workflow management capabilities that improve efficiencies and expedite business processes to better engage employees and drive bottom-line profitability.

The Challenge

Against the Odds, Flexential Wins Bid Over Azure

Paperwise had been with its prior data center operator for several years when the provider began implementing some mid-contract changes. Frustrated by the new policies and waning service level, the company decided to make a change.

Paperwise researched both Azure and AWS. As a Microsoft Gold Partner, Paperwise's internal team was highly trained in Microsoft solutions, and the company used Azure

Flexential Partnership Highlights

- Expert guidance just a phone call away
- Robust security to protect customer data and workflows
- Flexibility to meet evolving requirements

Quick Facts about Paperwise

- Founded in 1989
- ROI typically achieved within six weeks of deployment
- More than 20,000 users across 450+ companies

for its bi-weekly code releases. To take advantage of the existing relationship and the financial credits its partner status offered, Paperwise opted to migrate 100% of its workloads to Azure.

The company was already spinning up servers and testing its systems in Azure when its trusted IT advisor of 18 years, TierOne, recommended it meet with Flexential. Strictly as a courtesy to TierOne, Paperwise agreed to the meeting, making it clear they were ready to move forward with Azure. For Flexential, winning the business would be an uphill climb, requiring the company to deliver more than just a solid IT solution.

Armed with a team of seasoned engineers, Flexential met with Paperwise. The Flexential team's depth of knowledge impressed Paperwise.

"Flexential's engineering team did not miss a lick in that initial conversation and even had us considering other strategies and deployment technologies," said Dan Langhofer, president at Paperwise. "Halfway through the meeting, I saw a calm come over our team, and then a calm came over me. That calm came from the fact that Flexential offered a technical resource team, not on my payroll, that I could lean on if I had to."

With competitive pricing and access to a level of expertise and support not available at Azure, Flexential helped the Paperwise team reconsider its direction.

The Solution

Secure, highly available cloud and technical resources bolster automation platform

Paperwise chose to pivot away from Azure and partner with Flexential, implementing a multi-tenant cloud environment and cloud backups out of Flexential's Dallas facility. With its entire environment operating out of Flexential, including 40-50 terabytes of client data, Paperwise relies on Flexential and its FlexAnywhere™ Blueprint for "Improving Application Performance and Reliability" to ensure its operational integrity. Designed to address common business challenges, FlexAnywhere™ Blueprints deliver business-enabling solutions that fast-track IT transformations and drive competitive edges. Offering a 100% data center power and network availability service level agreement (SLA) and a five 9's availability SLA for Flexential Cloud, this blueprint helps Paperwise meet higher customer SLAs to support uptime and strengthen the customer experience.

Flexential's scalable environment also supports Paperwise's future growth, and its physical and logical security measures—including dual-factor authentication access, biometric scanners, 6-zone security access and 24/7 monitoring—protect Paperwise's operations and help it meet customers' strict security and compliance requirements. These safeguards protect Paperwise's operations and allow the company to safeguard customer data, manage audits, ease prospective customers' security concerns and address requests from customer compliance officers more easily.

In addition to its leading-edge infrastructure, Flexential's depth of knowledge and collaborative approach are critical differentiators for Paperwise.

"One of the burdens our engineers carry is that they don't have any additional help," said Langhofer. "Flexential provides a level of support and expertise that offers access to layers of engineering and technical expertise that I wouldn't get with Azure."

Before the cloud deployment even went live, Paperwise reached out to Flexential to address a new customer requirement for long-term storage, as its existing solution did not meet this customer's specific needs cost effectively. Flexential's professional services team introduced Wasabi's S3 archival capabilities. Paperwise ran with the recommendation, creatively leveraging Wasabi to architect a new, low-cost storage solution. This new deployment required significant contract changes—including reducing contracted storage capacity, adjusting compute capabilities and adding Wasabi—all of which Flexential coordinated seamlessly.

The Results

Flexibility and support pair to build a powerful IT solution that adapts to evolving requirements

With its infrastructure and its clients' data in the Flexential cloud, Paperwise has a newly established confidence that was missing with its original data center provider and the Azure solution.

Flexential's ability to work with Paperwise to devise its new archival solution—and get it vetted and running within three weeks—ensured Paperwise that the IT provider could not only deliver the availability and security necessary to support its day-to-day operations but could also help Paperwise tackle complex IT demands to evolve and strengthen its IT architecture and software platform.

For Paperwise, this unmatched service and technical perspective is the most compelling element of the partnership—and, best yet, it is only a phone call away. "Our engineering team is comfortable because they have someone to call—an experienced engineering team that does not need an explanation of technical requirements," said Langhofer. "I'm comfortable because Flexential offers another layer of expertise beyond our internal Paperwise team. I know if there is an issue, Flexential will connect us with the team with the right experience and knowledge without having to work through escalation tiers."

This peace of mind extends to the scalability Flexential offers, allowing Paperwise to create a roadmap without worrying about outgrowing the facility. Flexential's portfolio of 40 facilities in 19 geographically diverse regions also offers future opportunities to leverage additional data centers across the country to address client requirements and latency-related demands. Flexential also ensures Paperwise can continue to seamlessly leverage Azure for its cyclical software builds.

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The success of the Flexential-Paperwise partnership highlights the strength of Flexential's channel partnerships and program. "Our channel relationships are integral to our business and our success," said Matt Keillor, account executive at Flexential. "We work together to ensure customers have tailored solutions that address their existing needs and can evolve with them overtime."

Flexential also helps Paperwise control expenses. In addition to the low-cost Wasabi solution, Flexential's overall pricing is extremely competitive and eliminates the additional fees that can be commonplace with hyperscale providers.

"The peace of mind I feel with Flexential is a function of the skill set of the Flexential team," explained Langhofer. "We found a team that we could work with, that could go toe-to-toe with our team, and that would help us forge forward."