

ZEROOUTAGES CASE STUDY

Pixel2Canvas – Photography Printing Company

This customer is a leading gallery printer for independent photographers around the world and has been featured on the Opera Winfrey show. Using unique processes Pixel2Canvas has become known as the premier printer for quality photographs.

“Our customers tend to upload very large files to our web server. We needed a way to quickly download these files and ensure that if we had a network outage here at our office that we would not be idle for the entire day. ZeroOutages ensures that we stay up and running... fast!”

Project Overview

The Needs

Faster access to files on their web servers at a hosting facility. Redundancy in the event of a Internet outage at their office.

The Solution

Deployment of the ZeroOutages Wireless Service.

The Results

Dramatically faster file downloads from our web server. Enables the business to turn around more pieces at a quicker rate, which translates to increased customer satisfaction and overall lower costs.

ZeroOutages boosts productivity and reduces costs for leading energy consulting company

About This Customer

This customer utilizes a hosted web server to obtain customer orders and to store uploaded files from their customers which are then downloaded to their offices and printed.

The Challenge

Customer service is critical in this business and in this industry customer service means fast turn around and excellent quality. Downloading and then printing the end-users files must be done in an expedited manner. Access to these files are 100% critical to the ongoing operation of the business. Any network outage could drastically affect business and our customers perception of our customer service.

The Solution

By installing the ZeroOutages service this customer was able to realize a 80% increase in overall bandwidth levels and 99.999% reliability. During a recent test the customer pulled their primary Internet connection out of the wall, and everything continued to work as normal.

Through ZeroOutages transparent web-aggregation technology both the customers primary and secondary Internet links can be combined with no changes in the customers existing network infrastructure.

“THE SERVICE WORKED FLAWLESSLY! Yesterday we performed a failover test and none of our employees even knew we did it, its that good. The load balancing is the main reason we are using this service, but the reliability is a great added benefit. Now we can download our customers files twice as fast across the web and stay up and running even in the event of a network failure.”

Curtis Benton – President, Pixel2Canvas