

Singular Systems



EXECUTIVE SUMMARY

Singular Systems, a South African software development company, approached CipherWave to assist them with deployment of a new internal Microsoft Dynamics CRM® and SharePoint solution. CipherWave was able to assist Singular Systems with a competitively priced hosting solution along with setting up the various hosting services required for the project. The outcome has resulted in a better experience both internally and for their customers.

Singular Systems is a South African software development company focused on developing business-to-business software solutions across all sectors. Since the birth of Singular in March 2002, Anthony Wilmot and Nick Kruiskamp have built a strong team of finance and IT professionals who form the platform from which Singular Systems has expanded into the market leader in software development and CRM solutions it is today.

CHALLENGES

The company required a more cost-effective and better supported service to run and assist with rolling out a new internal Microsoft Dynamics CRM® and SharePoint infrastructure. Their previous hosting provider unfortunately offered poor support. In addition, the infrastructure and CRM systems hosted by their previous provider were out of date and poorly maintained.

Without the latest versions of CRM and SharePoint readily available, Singular was unable to execute demos for clients on short notice, leading to difficulties in onboarding new clients. Ultimately, Singular required a highly-available service to facilitate the regular need to get a customer's required systems in place on very short notice.

THE SOLUTION

The company determined that their existing infrastructure was not worth preserving and elected to build new infrastructure from the ground up. They decided to look for an alternative hosting provider to assist them with putting this new project in place. Through a referral, Singular Systems contacted CipherWave who assisted them both in terms of providing a more competitively priced hosting solution as well as with the initial setup of new Virtual Machines, SQL Servers, a secure VPN and Active Directory integration between the two

networks. This last integration allows Singular's employees to use the same login credentials on CipherWave servers.

Since implementing the CipherWave solution, Singular Systems have been able to implement a newer technology stack that provides a better experience both internally and for their customers. The company is now in a position to deliver solutions far quicker than before at less cost to the business.



singularsystems
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