CipherWave Case Study

DealerNet

EXECUTIVE SUMMARY

DealerNet, a Dealership platform for Asset finance and 2nd Gross products, was in need of a hosting provider that could offer virtual server hosting of their environment coupled with backup and replication to prevent any potential business disaster. Previously, they worked through a provider whose level of service resulted in business-critical data being lost. DealerNet selected CipherWave as a replacement due to their better Solution, Support and Monetary value.

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Established 15 years ago, DealerNet has cemented themselves as a staunch player within the Motor Vehicle Finance industry. As a 100% FIAS and FICA compliant company, DealerNet facilitates the sales of short term insurance and financial related second gross products between vehicle dealers, their clients and the suppliers through a state of the art portal.

Due to the nature of their business, DealerNet relies on CipherWave to host their virtual environment and provide co-location, backup and replication of their environment to prevent loss of business, customer and supplier data in the event of a disaster.

CHALLENGES

Before joining with CipherWave, DealerNet was experiencing a very common issue many companies endure – their backed-up data went missing due to poor service from their previous hosting provider. As a result, DealerNet themselves were unable to provide reliable Data Recovery and Disaster Recovery solutions to their clients.

Facing these challenges, the company began to seek out an alternative provider to help alleviate these business-critical issues. DealerNet vetted various service providers during this time, assessing which company could provide them with a solution that would offer not only a better pricing model, but also a more reliable product offering. In the end, CipherWave won out as the provider that could match their every requirement.

THE SOLUTION

Ultimately, the determining factors that lead DealerNet to opt for CipherWave were the quality of the Solution itself, the level of Support from CipherWave support team, and the Monetary value of the solution.

As a result of implementing the CipherWave Solution, DealerNet has experienced both a financial and productivity improvement across the business. The business now experiences faster resolutions of any issues within their environment and has a workable Disaster Recovery plan in place should disaster strike.

"The support received from CipherWave is excellent."