Neverfail

ISV Reduces Costs and Improves Reliability for Construction Management Applications

Viewpoint offers a range of enterprise-class applications optimized used by construction companies all over the world. Their tools help clients optimize their spending, manage projects, keep track of vendors, and handle the massive variety financial management tasks associated with residential and commercial construction.

They worked with Neverfail to develop a new SaaS version of their package targeted at small and medium-sized construction firms, and improve the overall resiliency, reliability and performance of their enterprise offerings while also substantially lower their operating costs.

Challenge: Eliminate unplanned outages and cut costs

Viewpoint management began searching for a new private cloud service provider after a major outage caused by their previous provider created numerous problems for their own operations and those of their customers. They conducted a thorough investigation of alternatives, including the major providers. They learned about Neverfail by talking to one of their customers, who was using Neverfail private cloud services and reported positive experiences in working with the company.

In addition, Viewpoint wanted to broaden the market for their software by creating a SaaS, subscription-based offering of their enterprise product. Their large customers typically hosted the Viewpoint product themselves in their own data centers or used Neverfail or other cloud service providers to host it. Viewpoint needed not only a cloud services partner, but a better way to deliver their highly capable software over the internet. Initially, they used a few different Workspace-as-a-Service offerings, but the costs associated with those services were too high. The company decided to seek out a suitably capable service that would let them reduce their costs while maintaining high levels of performance and flexibility for end users.

VIEWPOINT

HEADQUARTERS
Portland, Oregon

SERVICES
Construction-specific software solutions to the global construction and capital project industries.

CHALLENGES
Improve reliability and reduce operating costs in order to improve competitiveness and attract a broader range of new customers.

SOLUTION
Work with the Neverfail white glove migration team to move to Neverfail Private Cloud and utilizing Neverfail Workspaces for web-based application delivery.

RESULTS
Vastly improved reliability, lower operating costs, improved customer service, and increased sales.

Solution: Migrate Neverfail Private Cloud and Implement Neverfail Workspaces

The Viewpoint team utilized Neverfail's white glove migration services to move all of their cloud operations to the Neverfail Private Cloud over the course of several months, including hundreds of instances of customer databases.

Viewpoint began investigating Neverfail Workspaces as a replacement for their existing Workspace-as-a-Service tool, and quickly found that moving to Workspaces would reduce their annual costs on the order of six figures, enable them to compete more effectively, and help them sign up more small and medium-sized firms.

Results: Reduced OPEX, Vastly Improved Reliability, Higher Profitability, and Faster Growth

Since moving onto the Neverfail Private Cloud platform several years ago, Viewpoint has not suffered from a single major outage. They are able to go to even the largest construction companies in the world with complete confidence in the reliability and resiliency of their cloud services.

Their web-based offering is more popular than ever and the company is constantly adding new subscribers, and this growth is more profitable due to the lower cost of using Workspaces compared to any available alternatives.

"Neverfail's white glove service is fantastic. They team helps us figure out some of our most challenging customer issues, and you just can't get that same level of service from any other cloud provider. The amount of effort Neverfail puts in to make sure their customers are happy is like nothing I've seen before. Not only that, going with Neverfail allowed to reduce our operating costs enough to really make a difference at the bottom line!"

— Alvir Sljivar
Cloud Systems Engineer
Viewpoint

ABOUT NEVERFAIL

Neverfail enables businesses to achieve 100% uptime through the world's most resilient infrastructure, cloud, and business continuity solutions.

Made for mission-critical businesses, Neverfail solutions mitigate the risk of downtime in the face of any potential outage. By delivering seamless business continuity in and out of the cloud, we empower our partners and clients to realize their full potential without the risk of downtime.

To learn more, visit neverfail.com or call us at (512) 600-4300.