



CLIENT INDUSTRY

- Construction

USE CASE

- Guest Portal
- Central File Repository
- Direct File Sharing
- Remote File Sharing
- Cloud-Based File Server

PREVIOUS SOLUTIONS

- Anchor
- Sharepoint
- Egnyte

PRIMARY VALUES

- Simplify User Experience
- Add Revenue Stream
- Reduce Costs

Our Success Story

CentreStack

Computerware Inc. - an MSP with managed services - finds more revenue and a simplified user experience through CentreStack

Problem

Computerware's clients were having issues integrating a file synch and share solution into their workflow. The applications they were providing were confusing for their clients and added extra steps to the process of saving and sharing files.

"If you were on your laptop trying to get to the shared documents, they didn't do it with a drive letter, they did it with WebDav - so you had a separate icon outside of your file storage area you had to click on, and that didn't always connect," said Chip Evans, President of Computerware Inc.

They also had an issue with an important medical industry client who was using SharePoint. The SharePoint software had a new update in which documents started autosaving, without their knowledge. This completely disrupted their workflow and was a cause for lost data.

Solution

Computerware switched to CentreStack. For their clients, using CentreStack is much easier, which has reduced the time Computerware spends troubleshooting and problem solving with their previous solutions.

"With CentreStack, when you are saving files on your computer, you don't have to go to any external icon. It is just a letter drive, and looks like it is already part of your computer's file storage. CentreStack is way easier," Chip said.

For their medical industry client who had the SharePoint issue, they switched them over to CentreStack. "Now they use CentreStack as their cloud file server - they have all their data there, that is their file server. Because they are a medical firm, they need their data reliably and quickly, and CentreStack is the perfect solution for them," said Chip.

Results

- ▶ **COST REDUCTION** - "We host CentreStack ourselves in Azure. The licensing is through ASCII so we have a special buy and the licensing is very inexpensive," said Chip.
- ▶ **GREATER PROFIT MARGIN** - With CentreStack, "the product allows us a minimum of a 50% margin," Chip said.
- ▶ **QUICK CUSTOMER SERVICE** - "Our engineers get the answers they need quickly. The customer service has been good," said Chip



Franklyn (CentreStack/Gladinet co-founder) is a wealth of knowledge. He definitely wants to help make sure that we, as a company, are successful with his product. He seems most interested in making us successful.

Chip Evans, President @ Computerware, Inc.

