



The Company

Based in Phoenix, Arizona, Diamondback Tactical has been outfitting our nation's elite military, federal agencies and law enforcement personnel since 2001. The company manufactures and sells 100% American made body armor, tactical nylon gear and a vast array of additional field equipment. A recognized leader in its markets, Diamondback Tactical revolutionized body armor by creating the Predator® Rapid Ballistic Vest.

The Challenge

Diamondback Tactical distributes its products through traditional and on-line channels. This business model creates several IT challenges:

- The company must have adequate IT resources at its disposal to operate a 24/7 environment — the appropriate technical knowledge, the most advanced technology and responsive support staff around-the-clock. Additionally, these resources cannot put an inordinate drain on the company's finances.
- Diamondback Tactical must strike a balance between addressing IT operations and strategic initiatives of the company. Insufficient attention to either area will negatively impact the business.
- Most importantly, all facets of the operation must significantly contribute to the company's vital purpose.

The OneNeck Solution

OneNeck migrated Diamondback's in-house infrastructure to a hosted, managed solution and moved many of the physical server roles to OneNeck's cloud infrastructure. Specific services, guaranteed by OneNeck's 99.99% service level agreement, include:

Managed Hosting in OneNeck's Data Centers. OneNeck hosts and manages Diamondback's physical and virtual cloud-based servers, software and web-based applications in its Arizona data centers.

OneNeck's data centers meet the stringent requirements for Tier 3, SAS70 Type II backed operational facilities and are maintained 24/7 by an on-site team.

Virtual Private Servers (VPS). OneNeck's VPS infrastructure provides a low cost, scalable and flexible infrastructure for Diamondback without the need for hardware life-cycle management.

Comprehensive Backups. Prior to enlisting OneNeck, Diamondback risked a devastating data loss from inadequate back-ups. Now, OneNeck provides a fully managed solution that includes "disk-to-disk-to-tape" backups with off-premise tape rotation and archival.



Meeting Critical IT Requirements in the Cloud

Diamondback Tactical Enlists OneNeck as Technology Partner

A ONENECK IT SERVICES CASE STUDY



"OneNeck successfully and efficiently meets and exceeds our requirements in a very cost effective way. Outsourcing our IT services to OneNeck as our technology partner is one of the best business decisions we have made in the history of our company."

"At Diamondback Tactical we have critical IT requirements that need to be met 24/7 to help us accomplish our mission of protecting America's finest men and women serving in the military and law enforcement. OneNeck successfully and efficiently meets and exceeds our requirements in a very cost effective way. Outsourcing our IT services to OneNeck as our technology partner is one of the best business decisions we have made in the history of our company."

Brian Kelly
IT Director
Diamondback Tactical



Managed Security. With OneNeck managing the company's servers, Diamondback's networks are safe and secure from outside hackers and viruses. OneNeck proactively monitors networks and servers to minimize risk of any outside threat to the IT environment.

WAN Connectivity Solutions. OneNeck provides high-speed network connectivity via a 100 mbps QMOE circuit with unparalleled "LAN like" WAN performance to Diamondback's office. As a result, end users access the hosted systems and applications without latency or interruption.

IP Connectivity Solutions. OneNeck provides an optimal infrastructure for reliable high-speed Internet access via several IP carriers. Diamondback currently maintains 24/7 e-commerce web site availability for its customers and reliable remote VPN connectivity for its employees.

The Benefits of the OneNeck Cloud

Migrating to OneNeck's managed private cloud environment provided the following benefits:

99.99% Guaranteed Server and Network Availability. By leveraging OneNeck's cloud architecture and skilled experts, Diamondback knows its IT operations are safe 24/7. Diamondback's IT team can focus on more strategic projects instead of day-to-day infrastructure issues.

No Hardware Life-Cycles to Manage. Diamondback no longer needs to purchase servers and network gear that depreciate quickly and tie-up valuable capital. OneNeck's cloud solution eliminates support contracts and hardware maintenance agreements on these systems.

Survivability and Redundancy. Virtual server instances can be dynamically migrated between the servers in the cloud. Unplanned hardware failures and planned system upgrades no longer impact Diamondback's systems availability or end user applications.

Flexibility and Scalability. Adding server resources such as processors, RAM and disk can be accomplished efficiently and often within 24 hours. Adding new servers to the cloud means no waiting for hardware procurement or data center "rack and stack" lead times.

Lower IT Costs. OneNeck's solution provides a fixed, predictable spend. Diamondback no longer deals with the variable costs associated with dedicated physical assets.

Trusted IT Advisor. Having built a strong relationship, OneNeck offers guidance to help Diamondback improve its business capabilities.

Security. Diamondback can now be 100% confident vital information is not only secure, but expertly backed up and stored.

Peace of Mind. Diamondback Tactical has a partner to help create, monitor and maintain a more robust IT environment. OneNeck not only hosts Diamondback's IT infrastructure, but manages it with leading expertise, advanced technologies and significant cost efficiencies.

Company Facts

Organization	• Diamondback Tactical
Industry	• Tactical Gear Manufacturer/ Reseller
Business Challenges	<ul style="list-style-type: none"> • Systems availability and reliability for e-commerce services • Scalability, flexibility and TCO of physical server assets • No Backup Solution for Data Recovery • Required a Fully Staffed Data Center 24/7 • IT Demands Created Lack of Focus on Business Initiatives
User Environment	<ul style="list-style-type: none"> • 10 Application Users • One Location
Application Environment	<ul style="list-style-type: none"> • Windows Server Management (Windows Server 2003 and 2008) • Exchange Management • SQL DB Management • Active Directory Management • IIS Web Server Hosting • SPLA Licensing
Technical Environment	<ul style="list-style-type: none"> • Hybrid managed hosting environment featuring OneNeck's managed cloud offering leveraging virtual private servers (VPS) coupled with physical dedicated servers to meet specific application requirements • Redundant blended Internet Bandwidth • Network Management including dedicated Cisco infrastructure and VPN management • Postini SPAM and Virus eMail Filtration • QMOE High-Speed LAN over WAN Service provided thru a partnership between Qwest and OneNeck



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