

The Company

Founded in 2003, Inilex provides intelligent telemetry solutions that allow customers to remotely monitor, control and track their important assets via cell phones or the Internet. These solutions combine the power of Global Positioning Systems (GPS) with the flexibility of a best-in-class wireless messaging system.

With specialized expertise and a flexible development platform, Inilex created affordable, accurate and reliable applications that target businesses and consumers alike. The company serves a number of industries including service fleet management, trucking and transportation, equipment rentals, modem production, government entities and marine operations. In addition, Inilex offers solutions for personal tracking and assets management, such as allowing consumers to track and control their vehicles.

The Challenge

With rapid growth expected to exceed 200% over a three year period, Inilex faced a tough balancing act: developing new products for its 10,000+ application users while keeping the internal IT operations running round-the-clock.

As a Web-based solution provider, Inilex had no choice but to prioritize server management — and that left little time for product development. Any system downtime meant lost revenue and angry customers. Inilex had to establish a reliable environment that customers could access and monitor their assets anytime, anywhere.

“Our business model revolves around our Web site that customers can use 24/7. If the Web site is not operational round-the-clock, Inilex would not be able to compete in the industry of intelligent telematics,” said Jim Lipo, senior administrator for Inilex.

Inilex examined options to increase IT management capabilities so more product development could take place. The company could either hire additional IT staff or outsource IT infrastructure management.

“For a small company like ours, we can’t have experts in everything. We can’t afford it because so many different technologies go into the end service the customer gets,” explains Scott Ferguson, Inilex CEO.

Inilex determined it needed a partner to help create, monitor and maintain a more robust IT environment. The company carefully considered several teams of technical experts before selecting OneNeck IT Services (formerly Ensynch). “The main differentiator was all the other companies we looked at were just hosted solutions, not managed — meaning we still had to manage everything, even if we needed a button pressed to reboot a server,” explained Ferguson.

The OneNeck Solution

Inilex partnered with OneNeck to provide customized managed services. In particular, OneNeck offered Inilex an innovative virtualization solution. VPS, or “Virtual Private Servers,” involves partitioning one physical server into multiple servers so each has the appearance and capabilities

Ensuring “The Power of Knowing” Round-the-Clock

Inilex Relies on
OneNeck’s VPS Solution
to Boost Network
Performance

A ONENECK IT SERVICES CASE STUDY



“You know Inilex could shut the doors and leave for a month and not one of our customers would be disrupted because we have redundant power and highly trained experts monitoring our servers 24 hours a day constantly doing the upgrades and managing security.”

Scott Ferguson
Chief Executive Officer
Inilex

of running on a dedicated platform. Bridging the gap between shared hosting and dedicated hosting, VPS allowed Inilex to have an independent solution at a lower cost than deploying physical, dedicated servers.

With VPS, OneNeck can deliver resources, applications and servers when and where Inilex needs them. Inilex accesses OneNeck's infrastructure for capacity on demand. For this solution, OneNeck provided the hardware, VMWare licensing, switching infrastructure, SAN infrastructure and a Service Level Agreement of 99.99%. Inilex chose the number of virtual processors, the amount of allocated RAM and the amount of allocated disk space via OneNeck's shared SAN environment.

Inilex's IT environment is continuously monitored by OneNeck's team of industry experts. The VPS solution also included:

- Industry-leading VMWare virtualization technology.
- Highly reliable disk storage using NetApp SAN with RAID6DP.
- Built-in redundancy and survivability.
- Real-time disaster recovery solutions that leverage VMWare vSphere 4 High Availability.

The Benefits

The migration to a OneNeck managed IT environment was a two-phased approach. The database was migrated first, followed by the applications and Web site — with 95% of the transition completed in one day. Customers experienced negligible downtime during the transition. One year later, Inilex continues to experience measurable results. For example, the company's new scalable environment can expand its client base economically. Additional benefits include:

99.9% Guaranteed Network Availability. "Our end users don't ask, they just expect it to be up and running," says Ferguson. By leveraging OneNeck's data center and skilled experts, Inilex gives its customers what they expect — the comfort of knowing their assets are safe 24/7 and secure with a touch of a button. Fortunately, the Inilex IT staff has no more fires to put out in the middle of the night or unknown downtime over the weekend. Instead, the talented Inilex IT team focuses on product development and new technologies to drive business forward.

Cost and Time Savings. By using shared hardware, Inilex doesn't have to lease or purchase physical servers. They pay only for what they need. In addition, Inilex experiences minimal time to roll-out or build a new server instance. OneNeck's VPS solution eliminates the need to procure hardware, rack mount hardware and provision networking devices.

Keeps pace with strategic initiatives. OneNeck's VPS quickly scales to Inilex's business requirements. Resources will be available when needed so IT operations do not hinder revenue-generating projects. Inilex gains access to best-of-breed technology and a world-class environment quickly and effortlessly.

Security. By providing an army of security functions — from antivirus software to intrusion protection to vulnerability assessments — Inilex no longer has its information assets in harm's way. Inilex's customers can be 100% confident vital information is not only secure, but expertly backed up and stored.

Peace of Mind. Long gone are the days when the senior administrator has to return late on a Saturday night to reboot a server. With the VPS solution, Inilex experiences minimal interruption in the event of an equipment failure. The virtual server will be automatically switched over to another virtual server. "The uptime and stability of our network has increased dramatically. And that's peace of mind for me," says Lipo.



Company Facts

Organization	• Inilex
Industry	• Intelligent Telemetry Solutions
Business Challenges	<ul style="list-style-type: none"> • In-house server and applications management • Time spent maintaining IT environment rather than on developing new products • Maintaining 24/7 web site uptime • High IT operational costs • Redundant power
User Environment	<ul style="list-style-type: none"> • Over 10,000 application users • One Location
Application Environment	<ul style="list-style-type: none"> • Windows Server Management (Windows 2003 and 2008) • SQL Server Management (SQL 2000 and SQL 2008) • Windows Speech Server • SPLA Licensing
Technical Environment	<ul style="list-style-type: none"> • WAN, Web Services, SQL Server Databases, Vulnerability Assessment, VPS HA, Intrusion Detection, Windows Server



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