



Customer Case Study – Financial Services

Charles River leverages hosted virtualization to reduce the complexity of managing its investment software offering

Moving its VMware environment to private cloud helped improve customer experience and while reducing total cost of ownership.

Our customer

Charles River Development is an investment management SaaS and services provider for some of the world's largest insurance companies, and mutual and pension funds.

The obstacles they faced

The organization wanted to move its SaaS from customer data centers to virtualized infrastructure to increase efficiency, improve the customer experience and lower costs.

How we helped

By aligning its internal support teams (sales, network security, storage and virtualization) we helped Charles River streamline service delivery and accelerate SaaS deployment.

What we achieved together

With help from Rackspace Technology, Charles River has restructured its traditional SaaS delivery model to provide a modern customer experience while leveraging DevOps to automate the provisioning of servers and virtual machines.



Charles River Development

Founded in Boston in the mid-1980s, Charles River Development is an investment management software and services provider for investment firms in more than 40 countries. Over 25,000 users leverage its investment offering to manage more than \$25 trillion in assets.

Several years ago, Charles River made a key strategic decision to offer a hosted solution as an alternative to its on-premises model. “Many of our clients found it very challenging to manage the complexity of an enterprise platform on their own, so we created hosting and application management services,” said Edward Fitzpatrick, Vice President of SaaS Operations at Charles River. “Clients could focus on what they do best, which is trading and managing investments, and we could focus on what we do best, which is running the Charles River platform.”

Leveraging hosted virtualization for a competitive edge

Initially, Charles River offered hosting and application management as optional services. It soon realized it could significantly improve customer experience and total cost of ownership by creating a private cloud-based offering combining Charles River’s software expertise, standards and best practices with high levels of configurability and integration capabilities.

“A virtualized Software-as-a-Service (SaaS) environment helps us provide a more cost-effective, flexible foundation for supporting our clients with the best possible solution to meet their needs,” said Fitzpatrick. “We can roll out upgrades more frequently to give them faster access to new feature

sets and enhancements with a predictable, scalable cost model.”

But given the mission-critical nature of the investment platform, Charles River had to choose a solution carefully. The breadth of the Rackspace Technology portfolio — including deep experience in both cloud infrastructure and threat-centric security — strongly appealed to Charles River. Rackspace Technology engineered a secure, stable and scalable VMware environment that delivered both the efficiency gains and enhanced capabilities Charles River had envisioned.

“After we adopted Rackspace Technology Managed Services and virtualization, our hosting business and what we now call our cloud-based solution really started to take off,” said Fitzpatrick. “The timing was great. At that point, our customers had gotten more comfortable with the idea of outsourcing and running critical applications in the cloud, so it all came together at the right time and has since grown at an impressive rate.”

To advance its capability to the next level, Charles River has decided to proceed with Rackspace Private Cloud (RPC) powered by VMware. The success of the solution to date, along with increased efforts to win new SaaS clients and transition existing clients to the cloud, has created a new challenge for Charles River: explosive demand. “That is where Rackspace Private Cloud powered by VMware comes into play,” said Fitzpatrick. “We see RPC as critical to enabling us to meet our growth projections.”

With RPC delivering a software-defined data center (SDDC) capability based on VMware technologies, Charles River will benefit from end-to-end virtualization of the entire private cloud stack. The full solution includes compute (vSphere®), storage (vSAN®) and network virtualization (NSX®).

“Rackspace Technology has done a very good job helping us change the traditional delivery process, taking steps out of the provisioning process.”

Edward Fitzpatrick
Vice President of
Operations, Charles River

Powering rapid growth

As its client base grew, Charles River learned that its “traditional ways of deploying and provisioning systems were simply not fast enough,” said Fitzpatrick. “They were still too labor-intensive.”

Rackspace Technology responded by aligning its internal support teams (sales, network security, storage and virtualization) to increase the agility of its service delivery. And it worked with Charles River to streamline the company’s delivery methods and accelerate SaaS deployment.

“Rackspace Technology has done a very good job advising us on how to change the traditional delivery process, taking steps out of the provisioning process,” said Fitzpatrick. “We are working to leverage DevOps technology to automate the provisioning of servers and virtual machines, and we have our first application of that technology running in one of our environments hosted on Rackspace Technology.

“We’re also continuing to push the envelope to try to take time out of the process. We’re talking with Rackspace Technology about ways we can integrate our objectives of faster provisioning with Rackspace Technology capabilities.”

Adding value with Fanatical Support

While its Rackspace Technology-led transformation has provided great value for Charles River, the company has found additional value in the responsiveness of Rackspace Technology specialists.

“We grew very quickly, and we know we’re a very demanding client, but what’s really worked well for us is having stability and consistency in the account team,” said

Fitzpatrick. “They get to know us, they understand us and our customers. They know what’s driving us, and they know what they need to do within Rackspace Technology to deliver the services that make us successful.”

Fitzpatrick sees the larger Rackspace Technology culture of Fanatical Support® at work in his interactions with his account team and other Rackspace employees.

“I remember the first time I was introduced to Rackspace Technology, I saw the slogan, ‘Fanatical Support,’ and I smiled,” Fitzpatrick said. “It sounds great and I’ve dealt with many hosting vendors over the years and in all honesty, I have to say that it is true. It’s much more than just a slogan. You can feel it when you talk to Rackers and feel their passion for customer service. That really is a key differentiator. Some of the bigger traditional hosting providers are solid, but they’re just not as responsive and energetic in trying to meet customers’ needs. So, it’s far more than a slogan for us.”

About Rackspace Technology

Rackspace Technology is the multicloud solutions expert. We combine our expertise with the world’s leading technologies — across applications, data and security — to deliver end-to-end solutions. We have a proven record of advising customers based on their business challenges, designing solutions that scale, building and managing those solutions, and optimizing returns into the future.

As a global, multicloud technology services pioneer, we deliver innovative capabilities of the cloud to help customers build new revenue streams, increase efficiency and create incredible experiences. Named a best place to work, year after year according to Fortune, Forbes, and Glassdoor, we attract and develop world-class talent to deliver the best expertise to our customers. Everything we do is wrapped in our obsession with our customers’ success — our Fanatical Experience™ — so they can work faster, smarter and stay ahead of what’s next.

Learn more at www.rackspace.com or call **1-800-961-2888**.

This case study is for your informational purposes only. RACKSPACE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS CASE STUDY. All customer examples and the information and results illustrated here are based upon the customer’s experiences with the referenced Rackspace services and are not necessarily indicative of the future performance of Rackspace services. Rackspace detailed services descriptions and legal commitments are stated in its services agreements. Rackspace services’ features and benefits depend on system configuration and may require enabled hardware, software or additional service activation. Actual cost of specific hosted environment and performance characteristics will vary depending on individual customer configurations and use case.

Copyright © 2021 Rackspace - Rackspace®, Fanatical Support®, Fanatical Experience™ and other Rackspace marks are either registered service marks or service marks of Rackspace US, Inc. in the United States and other countries. All other trademarks, service marks, images, products and brands remain the sole property of their respective holders and do not imply endorsement or sponsorship.

January 22, 2021 / Rackspace-Case-Study-Charles-River-FIN-VMW-TSK-3832