ICIMS

Rackspace transitions iCIMS to a hybrid model of virtual and physical infrastructure in just four months; decreases monthly maintenance time by 74 percent.

BUSINESS
Talent acquisition solutions that help businesses find and attract top talent across the globe.

CHALLENGES
A need for additional resources and specific expertise to provide a positive customer experience for an increasingly large user base.

SOLUTIONS
Hybrid Cloud, Professional Services, Virtualization

PRODUCTS
Amazon Web Services (AWS), Microsoft Azure, Database Administration, Dedicated Servers, Rackspace Private Cloud powered by VMware

OUTCOME
A newly migrated data center in just four months with a 74 percent reduction in time spent on monthly maintenance.

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End-to-end talent acquisition

iCIMS is the leading provider of talent acquisition solutions that help businesses find and attract top talent. iCIMS empowers companies to manage the entire hiring process within its robust SaaS offering. With user-friendly technology and exceptional customer experience, iCIMS offers the only true end-to-end talent acquisition platform for the enterprise. Its solutions help organizations recruit, connect and onboard new hires, setting both the employee and company up for success.

Growing customer base with limited IT resources

iCIMS had a physical footprint in a nearby hosted services provider. Like most growing infrastructures, the company needed additional resources and specific expertise to provide a positive customer experience for its increasingly large user base. As new technologies emerge, the industry is still learning how to best work with cloud service providers. iCIMS was entering this arena with specific goals in mind.

With clients all across the world, iCIMS knew a hybrid model was in its future. However, that model had to be easy to maintain and grow without adding any additional strain or workload to its engineers.

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>
> **AL SMITH** :: VICE PRESIDENT, TECHNOLOGY AT ICIMS

Enter Rackspace

iCIMS and Rackspace had previously worked together to provide a colocation to house iCIMS' geo-redundant Disaster Recovery Solution. For this new project, iCIMS explored other vendors, but felt that Rackspace uniquely understood the company's immediate needs. Just as importantly, Rackspace's global managed services offering would not replace iCIMS staff. Rather, the Rackspace team acted as a trusted guide and supported iCIMS' efforts by performing a thorough assessment and optimization of its storage solution.

Rackspace also assisted in hosting iCIMS clients' SaaS and PaaS platforms on both AWS and Microsoft Azure. Though iCIMS was familiar with the two cloud platforms, the IT department appreciated Rackspace's expert guidance. Showcasing Rackspace's global presence was important for iCIMS customers, too. With more than two dozen data centers across five continents, Rackspace can manage iCIMS clients all over the world.

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Hybrid is the destination

Rackspace made an immediate impact in managing and monitoring iCIMS' secure storage solution. With Rackspace's assessment of its previous environment, iCIMS was able to better optimize its infrastructure moving forward. Rackspace's managed services solution for iCIMS leverages CloudBerry Labs, an AWS Storage Partner whose offerings provide cloud backup and disaster recovery solutions integrated with AWS – the perfect solution for iCIMS' needs. Rackspace's expertise includes utilizing CloudBerry Labs' powerful, military-grade encryption that lets iCIMS deploy solutions to its clients spanning the globe.

Under Rackspace's guidance, iCIMS migrated a major data center to a hybrid model of virtual and physical equipment in just four months. The company has moved to a hybrid model and upgraded major databases. iCIMS can also scale as needed while still maintaining an enterprise SLA and satisfying regulatory compliance demands.

Additionally, Rackspace manages iCIMS' SQL databases using Auto Scaling. This allows iCIMS to rapidly recover from server-related issues so they can scale on demand as application traffic requires. That ability to scale as needed is a critical component for transactional systems, real-time applications, high-performance databases or any other business application that relies on the efficiency and scalability of the cloud. iCIMS found value in Rackspace's expertise and willingness to challenge the status quo.

"Rackspace's subject matter experts were always available, working shoulder-to-shoulder with our teams," said Al Smith, Vice President, Technology at iCIMS. "Their mindset was consistently 'what can we do?' – not that something can't be done."

Measuring impact

To measure success, iCIMS looks at both SLAs and its customer experience metric. The biggest differences between the two are that SLAs don't consider maintenance time and uptime on allowed issues – such as third-party trouble or a problem beyond company control. The customer experience metric, however, takes those two things into consideration. After all, a client doesn't care that a company has 99.9 percent uptime if a server is down at the exact moment they need it.

With data spanning six months, iCIMS spent an average of six hours per month on maintenance prior to working with Rackspace. After partnering with Rackspace, that maintenance time dropped to just 1.6 hours per month on average over the following six months. In 2017, iCIMS' average monthly maintenance time over six months is just one hour – a 74 percent total decrease from the beginning of 2016.

Using the model Rackspace has provided, iCIMS also has plans to expand its global presence to new locations in Europe and the Western Pacific.

"The decision to move to this model with Rackspace as a valued partner has been the right one," said Smith. "We'll rely on them again to assist us in building these new platforms."

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ABOUT RACKSPACE

Rackspace is the #1 provider of IT as a service, in today's multi-cloud world. We deliver certified expertise and integrated managed services across public and private clouds, managed hosting and enterprise applications. Because Rackspace partners with the leading technology providers, including Alibaba®, AWS, Google, Microsoft®, OpenStack®, Oracle®, SAP® and VMware®, we are uniquely positioned to provide unbiased advice on the technologies that will best serve each customer's specific needs. Rackspace was named a leader in the 2017 Gartner Magic Quadrant for Public Cloud Infrastructure Managed Service Providers, Worldwide and has been honored by Fortune, Glassdoor and others as one of the best places to work. Based in San Antonio, Texas, Rackspace serves more than 150,000 business customers, including a majority of the Fortune 100, from data centers on five continents.

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