IONOS

IONOS Cloud means stronger relationships for Clamtech

With the IONOS Cloud, Clamtech is delivering reliable, scalable, and cost-effective cloud services to clients in Malta, cementing its position as the island's IT services provider of choice.

Learnings

- The IONOS Cloud gives Clamtech clients the ability to tightly control costs while embedding the flexibility they need to scale quickly and cost-efficiently as their business grows.

- The IONOS Data Centre Designer makes it simple for Clamtech clients to design, develop and roll out the exact cloud services they need.

- Highly responsive and personal support from both IONOS and Clamtech ensures that customers get timely answers to questions, and a quick resolution to any issues.

Clamtech is a Malta-based IT services company delivering a wide range of business communications services, including managed services, network and server management, helpdesk, hosting and unified communications (UC), as well as the development of web-based applications. In 2019, Clamtech partnered with IONOS and has since delivered more than 50 successful customer projects on the IONOS Cloud platform.

IONOS

Powerful cloud services simplified

Trevor Vassallo, chief information officer (CIO) at Clamtech, has been with the company almost since it began. "We started off as a small company of two people just offering basic desktop and office support for local companies here in Malta. We were basically the IT department for small businesses who weren't big enough, or couldn't afford, an IT department." Clamtech quickly gained a name for itself and has grown to provide a full portfolio of business communications services, including managed services, network and server management, email and web hosting, unified communications – and now web development services.

It was in 2019 that Clamtech discovered IONOS. "IONOS actually approached us. They were looking for partners in the area and they had heard of our reputation as a service provider. We invited them in for a meeting, and the IONOS team introduced us to their portfolio of services and the IONOS Cloud platform. We fell in love immediately with what we saw," Trevor said.

"The presentation included the Data Center Designer interface, showing us the drag and drop functionality, and how easy it was to use, and I said, 'This is too simple to be true!'"

After the meeting, Trevor tried the Data Center Designer for himself. "They gave me access to a platform for testing and I was pleasantly surprised that whatever I tested worked seamlessly and immediately. I'm used to working with the hyperscale cloud platforms, but they do not compare to the IONOS Cloud platform. It's very simple to use – but underneath it can do everything the big guys can do, just as efficiently, but in a much simpler way," he said.

Meeting with IONOS and trialling the platform gave the Clamtech team all the confidence they needed to start providing IONOS Cloud services to their customers.

Valued by partners, valued by customers

Working with IONOS means that Clamtech now has a reliable and highly supportive partner for delivering cloud solutions to customers.

A recent implementation Clamtech did for local gaming and sports betting platform, Betstudios, provides an example. Also based in Malta, Betstudios provides platform solutions that enable companies to manage and integrate gaming operations and accounts.

Betstudios had been using its own hardware to provide its software solutions, but this approach was extremely inflexible: as well as incurring significant ongoing (opex) expenses, Betstudios was faced with the repeated cost of investing in and upgrading its IT infrastructure. This was also a long-term process that made it difficult for them to move quickly when customers wanted to scale their infrastructure or improve server performance.

Betstudios turned to Clamtech for advice and, as a result of their partnership with IONOS, Clamtech was able to recommend the IONOS Cloud Compute Engine. "It's a three-way thing. We know we can rely on IONOS, and as Betstudios is an existing client of ours, they knew that if we were recommending IONOS, they could rely on IONOS. Betstudios knew it would lead to a great collaboration," Trevor said.

And it did. It took only a month for Betstudios and Clamtech to define a new cloud framework and deliver it on the IONOS Cloud. Since then, the system has been running to Betstudios' complete satisfaction, including post-implementation support. When working with hyperscale cloud providers in the past, Betstudios had felt like an insignificant customer in a very large customer base. But the in-person and personal support from IONOS gives Betstudios the reassurance that any challenges will be quickly solved.

IONOS

The benefits of working with IONOS

Transparent, flexible billing

The IONOS billing structure makes it very easy for Clamtech and Clamtech's clients to control their costs, only paying for what they use. There are no monthly charges, and no contractual commitments – something other cloud providers don't offer in this way. "If either us or our customers need to do some research or development testing, we can deploy an instance for an hour, or an hour and a half, use it, remove it, and that's it. Or you deploy and try the system, and if a week later you don't like it, you can just shut off everything and move away," Trevor said.

Cost savings

The Clamtech team has done a lot of work documenting the cost of cloud for their customers, and it quickly became clear that customers who moved their workloads to IONOS could see significant savings. "If a small to medium enterprise in Malta has a small cabinet with five servers running networking equipment, there's the cost of the equipment and insurance, plus the operational costs – e.g. electricity and air conditioning. The management and deployment costs, and the staff supporting it all. Plus, you're buying equipment with more capacity than you need now, because you're planning for five years of growth. It's a big figure," Trevor said.

"So you can imagine the savings with IONOS, where you are a) only paying for ongoing costs and there's no hardware cost upfront, and b) only paying for exactly what you need now – and not purchasing to account for expansion over the coming years."

Incredible support

For Clamtech, the support they and their customers get from IONOS is incredibly important. Malta is a small island, and the businesses the team works with are more locally focused than their equivalents in other regions.

"The size of customers doesn't really matter to IONOS – regardless, they provide us and our customers with access to a highly knowledgeable support team, included as part of the package. You can contact the technical support team directly on Skype, get access to their knowledge, have them open a support ticket, and reply to it, sometimes all in a matter of minutes. It is a very different approach when compared to the big cloud providers, where it can be hard sometimes to even speak to a human," Trevor said.

Conclusion

As a small team, Clamtech prides itself on the service and support it gives to its clients, and believes that working with IONOS supports it hugely in its ability to do this.

"Like our clients, we're a small team that has big ambitions. We put a lot of effort into trying to go beyond our client's expectations – to be as flexible and helpful as we can and accommodate all their needs. And we see that reflected in our relationship with IONOS," Trevor said.

"With Clamtech and IONOS, you have two fast growing solution providers working together, being as flexible and as accommodating as possible to clients, offering the best services at a lower cost. Our philosophies go hand in hand, and we're very comfortable working together – and that can only be great news for our customers," Trevor said.

Call or email us to learn more!

+44 333 336 2984   info@ionos.co.uk

IONOS

Contact

IONOS Cloud Ltd.
Discovery House
154 Southgate Street
Gloucester
GL1 2EX
United Kingdom

Phone   +44 333 336 2984
Email   enterprise-cloud@ionos.co.uk
Website   https://cloud.ionos.co.uk

Management Board

Hüseyin Dogan, Dr. Martin Endress, Claudia Frese, Hans-Henning Kettler,
Arthur Mai, Britta Schmitt, Achim Weiss

Chairman of the board

Markus Kadelke

Copyright

This success story has been created with great care. However, we cannot guarantee the correctness, completeness or relevance of its contents.

© Copyright IONOS Cloud Ltd., 2022

All rights reserved, including those relating to the reproduction, editing, distribution and exploitation of the contents of this document – or parts thereof – beyond the scope of copyright law. Any such actions may only be carried out with the written consent of IONOS. IONOS reserves the right to update and change the contents of this success story.