



LevelUp Networks migrates Windows applications to the IONOS Cloud

In search of greater reliability and more predictable costs, LevelUp Networks migrated applications used by a national conservation charity to the IONOS Cloud.

When desktop applications are hosted in the cloud, reliability is vital. That's why IT services provider LevelUp Networks helped a national conservation charity set up a new virtual desktop solution. The charity's existing cloud vendor would not accept connections at times and had outages for updates. LevelUp Networks found the ideal replacement in application hosting solution oneclick, running on the IONOS Cloud. IONOS gives LevelUp Networks reliable service, predictable costs, and a superior support experience – so it can ensure its profitability.

Learnings

- IONOS provides reliable infrastructure, backed by superior support.
- IONOS offers predictable billing, so managed service providers like LevelUp Networks can build a profitable business.
- The IONOS Data Center Designer simplifies the process of configuring virtual infrastructure.



LevelUp Networks provides IT solutions to a varied mix of clients in the UK. In operation since 2017, they have many years' experience of working in the IT sector. Flexible, adaptable and extremely cost effective, LevelUp Networks can help with everything from computer installations, cloud migrations, and much more.

www.levelupnetworks.com

The challenge

Ancient and modern

LevelUp Network's client is a charitable trust that cares for hundreds of historic buildings in England, restoring them and making them available to their communities for social and cultural events. To look after 1000 years of historic art and architecture, it depends on modern technology.

The trust was using a farm of five servers, with between 10 and 15 virtual desktop users per server. However, the provider of the virtual desktop service was unreliable, and the trust often experienced difficulties connecting to desktops. What's more, Windows updates were carried out during the day, interrupting the team's work.



Prioritising customer service

The trust's IT provider, LevelUp Networks, wasn't satisfied with the virtual desktop solution it had implemented, either. The company prides itself on its customer service, and the existing solution wasn't good enough.

"My business partner and I worked for 15 years in the hospitality sector, and we are very proud of our customer service," said Matias Garcia-Verdous, MD and founder, LevelUp Networks. "We hire for customer service skills and teach people the technical skills they need. We typically resolve an issue within one hour. That's our biggest selling point, especially when we target clients who are used to having large IT providers with SLA targets of 8 or 10 hours."

Garcia-Verdous didn't feel that the existing solution was offering the uptime he or the trust's users expected.

Uncontrolled cloud costs with a hyperscaler

LevelUp Networks started life as a web design business and launched as a managed services provider in 2017. The company has 20 clients and works with small and medium-sized businesses of up to about 100 employees.

As a small business itself, LevelUp Networks must keep an eye on the bottom line. "We were using one of the hyperscale cloud providers and I hated it because it was so hard to know how much it was going to cost us," said Garcia-Verdous. "At the end of the month, we got a surprise bill with all the bandwidth added. The invoices were just astronomical. We ended up losing money, because we're a small managed services provider and our markups have to be competitive."

LevelUp Networks needed a reliable cloud provider that would enable it to offer exceptional customer service and manage its profitability effectively.

The solution

Hosting Windows apps on the IONOS Cloud

LevelUp Networks initially migrated two of the trust's teams to IONOS. These people were Mac users who needed access to two Windows applications which the trust did not want to deploy in its existing server farm.

The new application hosting solution uses a service called oneclick, which enables users to access their Windows applications through a web browser. The oneclick solution includes encryption and two-factor authentication and supports advanced security features, such as the ability to stop files being transferred between the virtual desktop and the host machine.

Using oneclick offers a simplified login process that works anywhere by entering the Microsoft ID and password that users are familiar with.

The implementation

Designing infrastructure with drag and drop

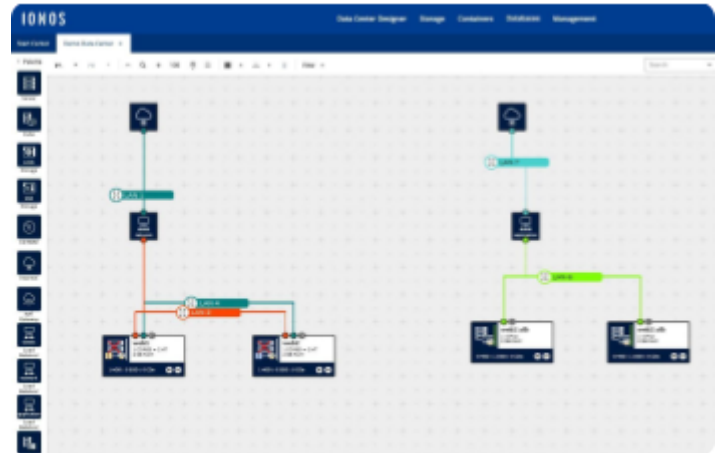
LevelUp Networks uses the IONOS Data Center Designer to build the virtual environments on the IONOS servers, and then oneclick connects the user accounts to the environments. The Data Center Designer provides a drag-and-drop interface for configuring virtual infrastructure. "I like how it works," said Garcia-Verdous. "You can build complex systems, but the platform is very easy to use."

Whereas the previous desktop provider was running updates during the working day, LevelUp Networks is now in control of that process and runs updates when nobody's around at the trust, early in the morning or late at night.

Managing costs

"With IONOS, there are no surprises in the costs," said Garcia-Verdous. "We have reliability and transparency that we weren't getting from the hyperscaler. The minute I build a server, I know exactly how much it's going to cost me. Then we can add our markup and ensure we don't lose money."

He added: "The price is very good. I like that you have the option of the IONOS Cloud Cube servers as well as the dedicated servers. For the trust's first project, they only needed a Cloud Cube so I was able to offer them a deal they couldn't resist."



Superior support

With customer service a top priority for LevelUp Networks, Garcia-Verdous values the support his team gets from IONOS.

"The IONOS support team is amazing," he said. "I called them by accident last week and hung up after two rings. Within an hour, someone from IONOS called me to say they noticed they'd missed a call from me and to check whether there's anything they could help with. I was pretty impressed with that. Every time I've had to contact support, it's been resolved quickly."

Conclusion

Reliability, cost effectiveness and transparency

Following the success of moving two users to IONOS using oneclick, the trust now plans to move its entire server farm to IONOS. LevelUp Networks also has plans to move another client, a recruitment company, to IONOS using oneclick.

"It's the reliability of the IONOS Cloud that convinced me to move more services to IONOS," Garcia-Verdous said. "We haven't had any issues with the IONOS service. We get the reliability, pricing and transparency we need."

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