



Global Top 4 Tax Audit Firm, achieved organizational agility and control, business continuity, flexibility, substantial new revenue, and regulatory compliance.

CHALLENGES

- Lagging response to customer requests
- Data storage migration due to stricter regulatory measures
- Lack of bandwidth and security across data access and sharing
- Decreased production expediency and ability to provide real-time analysis and Virtual Machine (VM) deployment due to aging IT infrastructure
- Inability to securely transmit data across legacy infrastructure



BACKGROUND

As an industry-leading tax audit and financial service organization for more than a century, this Global Top 4 Tax Audit Firm provides a broad range of fully integrated, comprehensive tax services to clients in more than 24 countries, including Fortune 500 enterprises. The firm's approach combines insight and innovation from multiple disciplines with business and industry knowledge to help its clients excel globally.

Initially partnering with Genesis Hosting Solutions to help grow its "Tax Cloud" business, the Tax Audit Firm incorporated two general purpose servers as part of its hosted-service solution. As the business continued to expand, so did the need for increased bandwidth and computing requirements. After adding more general purpose servers to its "Tax Cloud," Genesis and the Tax Audit Firm determined this was still not enough computing power to meet ever-demanding requirements.

Through several discussions with the client, Genesis determined that the firm's data environment would quickly outgrow its aging, in-house technology.

Additionally, the environment did not meet current security requirements to handle sensitive data and regulatory compliance. Acting as a consultant for the tax audit firm, Genesis turned to NEC Corporation of America (NEC) and its partner, Cyber Innovation Labs (CIL), to provide a 100% dedicated, ultra secure, cloud-based solution - Cloud in a Vault™ (CiaV).

THE CHALLENGE

The Global Top 4 Tax Audit Firm was experiencing an overwhelming volume of client requests within its "Tax Cloud." In order to provide real-time analysis and deliver custom tax applications that met client requirements, the firm required a tremendous amount of bandwidth, seamless and secure data access/sharing and effective communication in a scalable, secure production environment.

While maintaining more than 350 Virtual Machines (VMs) on its platform (including, but not limited to: Microsoft® SQL Server™, Oracle®, SAP®, Microsoft® Exchange, Microsoft® SharePoint®, as well as various tax applications and federated services), the Tax



NEC



Audit Firm strived to meet customers' requirements while also addressing a growing number of requests. VMs required constant deployment and modification based on customer requests, government regulatory requirements and in-house obligations. However, an aging infrastructure combined with strict regulatory requirements made getting the VMs modified, approved and deployed, a time consuming process, and a potential threat to the firm's production expediency.

The firm also faced additional data storage challenges. While its legacy servers were private, its data storage was shared with other customers. Recent regulatory demands for improved security, compliance, enhanced performance, bandwidth and, most importantly, reliability, meant that the firm could no longer allow the data to be transmitted across the current infrastructure. In an effort to remediate these major concerns, the Tax Firm proposed that its production environment should be run in a similar, but separate, "Tax Cloud."

SOLUTION

The solution enabled the Tax Firm to align business projects with infrastructure costs. This facilitated infrastructure consumption on an as-needed basis and offered on-demand, quick and efficient growth of their environment. In doing so, the Tax Firm incurred monthly operational expenses only, without incurring capital expenses for equipment.

RESULTS

Cyber Innovation Labs' Cloud in a Vault™ solution provided the Global Top 4 Tax Audit Firm with unprecedented organizational agility and control that the company was previously unable to achieve through its legacy platform. The solution's scalable and robust architecture enabled seamless operation of the firm's new Microsoft-centric technology; thus allowing the firm to gain high availability, disaster recovery and

increased reliability, productivity and efficiency. The Tax Audit Firm employees were able to work securely and collaborate regardless of their geographic proximity to clients. As an added differentiator, NEC and CIL were the only vendors capable of providing the Tax Audit Firm with multi-modality expansion [both internal and Internet facing].

CiaV's Compliance as a Service offering transformed the firm's network from a potential threat to production expediency, to a network centrally and securely administered through Microsoft® Active Directory®. Regulatory measures, internal security policies and software installations/updates are now all strictly enforced, monitored and easily modified across all of the firm's computers - from one central domain controller. The organization was also able to obtain firmware, allowing the firm to define how the software in its network utilizes hardware utilities, as well as control (both internally and externally) how its systems use these resources based on the type of application that it runs at that particular time.

NEC provided the Global Top 4 Tax Audit Firm with a large pool of resources at a fixed cost, allowing personnel more flexibility, time savings and added expertise in creating, deploying and modifying their environment as needed.

This combination of organizational agility, control, security, efficiency and availability that Cloud in a Vault™ has provided the Global Top 4 Tax Audit Firm has not only exceeded its expectations, but also played an instrumental role in driving its market impact, producing three new business contracts and generating approximately \$10M of related sales revenue since its implementation.