Why CURA Software's Hybrid Cloud Partnership with Macquarie Cloud Services is a no-brainer.

Situation

CURA Software develops and deploys governance, risk and compliance software. With specialisation in assisting companies manage their certification standards for business management like ISO, COSO, COBIT, HIPPA, SOX, KING III, and BASEL, CURA Software have been in the industry for over 16 years. CURA now boast over 250 clients across North America, Australia, Singapore, India and South Africa. As their global footprint expanded, CURA needed a reliable, robust hosting solution that catered for multiple regions.

> " The results were immediate for us. Having one vendor host and manage our hybrid cloud environment has allowed us to focus on core business. Our global clients can rest assured that their data resides within the highest compliance standards and we can take advantage of the highest-service rated IT company in Australia.
>
> **Nitin Dittakavi, VP Engineering CURA Software**

Solution

CURA Software's partnership commenced with Macquarie Cloud Services hosting their Australian IT infrastructure within a private cloud (LAUNCH) instance. Macquarie Cloud Services attention to customer excellence, having the best NPS score (+88) of any IT Service Provider in Australia was a key factor in CURA's decision to migrate their IT environment to MCS.

"Initially we were looking for a partner who both fulfilled the stringent compliance criteria required of hosting our customers sensitive data and also a strong service orientated DNA. Being based overseas managing Australian clients, we needed peace of mind that we had 24×7, responsive support." Recalls Nitin Dittakavi, VP Engineering of CURA Software. "Macquarie practices what they preach… I recall when we weren't able to access our server at around midnight a few months ago, It took one phone call to Andrew (Pieniazek, CURA's dedicated PCTO) and he had the issue resolved within minutes. It's this level of support that I've come to expect from Andrew and Kousik (CURA's dedicated Service Delivery Manager).

Since CURA's migration to Macquarie Cloud Services LAUNCH (private cloud) solution three years ago, the business has enjoyed continual uptime and 24×7 support through a dedicated four-tiered account management structure. Macquarie Cloud Services was also named regional partner of choice, demonstrating the strength in relationship based on SLA's and service excellence.

Although Macquarie Cloud Services managed CURA's Australian hosting requirements, strict regulations and compliance meant that other clients across CURA's European and North American offices needed to be hosted elsewhere. "We were tossing up between AWS and Azure initially and decided to proceed with hosting our overseas environments within Azure" mentions Nitin.

"We decided to enlist the help of a consulting firm and self-manage our Azure environment as we thought it would be the best approach. We found that our cost began increasing and we were spending considerably more time in self-managing our environment" Nitin continues.

In 2019, Macquarie Cloud Services launched a Managed Azure practice, building upon a 10-year key strategic relationship with Microsoft in Australia. With excellence in public cloud extending beyond operating a portal and API,

Macquarie Cloud Services' offering provides robust architecture, a migration plan and ongoing operational and service support.

When Macquarie launched an Azure practice, given we already had a strong relationship with three years of rock solid uptime and the above-and-beyond service I had grown to be accustomed to, it became a no-brainer. Migrating meant saving time, getting transparency on costs and even substantial cost savings immediately. This is especially important in these unprecedented times when every dollar counts" Nitin mentions.

The hybrid cloud approach where Macquarie Cloud Services hosted CURA's Australian region within their Tier III Sydney based data centre and their European & North American region through Azure public cloud meant CURA were able to consolidate their operations and have one global provider for their entire environment.

☑ Results

Nitin continues "The results were immediate for us. Having one vendor host and manage our hybrid cloud environment has allowed us to focus on core business. Our global clients can rest assured that their data resides within the highest compliance standards and we can take advantage of the highest-service rated IT company in Australia."

The benefits of having a hybrid cloud environment hosted by Macquarie Cloud Services were immediate for CURA, these include:

☑ **Immediate cost savings** – 20% immediate cost savings up to 40% when comparing self-managed Azure to Macquarie Cloud Services managed Azure practice.

☑ **Transparency of costs** – with itemised and clear billing, CURA are now aware of monthly charges.

☑ **One vendor approach** - all regional IT hosted within one vendor, consolidating operations and having their entire cloud instance one phone call away.

☑ **Service excellence and continued uptime** – 24×7×365 local based support including a four-tiered dedicated account management team.

☑ **Productivity efficiencies and focus on core business** – with no longer needing to spend time self-managing and navigating the complexities with Azure, CURA can spend more time on core business.

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