



Customer Success Story



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Industry. Managed Services

About MainFrameIT.

MainFrameIT is differentiated in the market by moving new customers into a number of IT models it has developed and refined since 2008. Part MSP 4.0, part Cloud Services Broker, part Managed IT, Radically Better™.

The Challenge

Find a cloud solution that simple to deploy, provides an exceptional experience for your customer and allows MainFrameIT to grow their business

The Solution

Engage with CloudJumper and expand MainFrameIT's business with nWorkSpace, a Workspace as a Service solution

Key Benefits

Supports MainFrameIT's MSP 4.0 model which empowers significant return on investment at every level of the IT stack. This return is enabled through efficiency as the turnkey offering is capable of handling both legacy and new applications and operating environments with ease.

MainFrameIT Enhances its Unique IT Services Model with Workspace as a Service Powered by CloudJumper

Customer Overview

MainFrameIT, LLC launched in 2008 and began helping SMB customers benefit from a modern-day "mainframe" computing paradigm – Microsoft Windows PCs/servers/networks all running centrally from the cloud. MainFrameIT liberated customers from having to purchase and maintain heavy infrastructure such as servers and related technologies, as well as the expense and headaches of maintaining it all. Today's MainFrameIT also serves medium-sized businesses where it resolves the budget and manpower limits imposed on in-house IT staff and among other things, simplifies the complexity of licensing, cloud procurement, and implementation. IT staff retain the control they need while C-Level executives benefit from better IT spending oversight, a lower risk profile, and significant ROI.

MainFrameIT is differentiated in the market by moving new customers into a number of IT models it has developed and refined since 2008. While the company can be considered a 4th generation Managed Services Provider (MSP), it is also a Cloud Services Broker (CSB) and purveyor of Managed IT. MainFrameIT is backed by a thoroughly vetted network of vendors and data centers, each with deep expertise in their practice areas, and which it orchestrates with its own in-house developed layers of tech, architectures and disciplines across the areas of cloud migration, customer support, licensing and contracts, security, and project management. MainFrameIT is in the unique position to provide customers massive ROI at every level of the IT stack that traditional models simply cannot touch.

Setting the Stage for Success

While MainFrameIT was built on enterprise experience integrating and managing Desktop as a Service (DaaS) solutions, it was also held back by the same technical and business model limitations as other DaaS providers. The platforms used by most DaaS providers were difficult to scale, engineering requirements were both steep and labor intensive, plus perpetual challenges around infrastructure and customer specific requirements all served to escalate the cost of operations. Ahead of its time, MainFrameIT knew it had created the ultimate model where typical IT problems were practically non-existent, and agile support was the only support, but in order to grow as it wanted to some things would need to change. One required element was a comprehensive solution that integrated hardware, software, and services with experienced management that could be leveraged by MainFrameIT's deep understanding of the model. At the end of a rigorous evaluation process



Customer Success Story

MainFrameIT selected CloudJumper over other options, not only because of its turnkey platform, but because of its proven experience in the WaaS space.

"CloudJumper has provided the lowest overhead solution in the industry. It's provided us with significant savings and ROI which our customers have benefited from at many levels. Add to that low-touch management plus solid, predictable margins and it can be said that CloudJumper has exceeded our original expectations," said James White, managing partner at MainFrameIT.

Because DaaS licensing, reporting and billing requirements had already forced MainFrameIT to become a CSB, replacing previous limitations with CloudJumper's turnkey Workspace as a Service solution was seamless. CloudJumper's WaaS offering has been engineered for organizations seeking greater agility, both for partner and end-customers alike. "While in our case CloudJumper fit perfectly into our existing business model, it's really a turnkey solution built for all IT service providers," said White.

"The nWorkspace solution ensures employees are no longer shackled to a single PC meaning their cloud-based workspace makes what's important to them portable, which for clarity includes their Windows apps and data. When a user's world lives inside a cloud-based workspace, it literally follows them to whatever PC, Mac, or tablet they would like to work on. The key here is that the workspace is accessible from any device, anywhere, anytime," noted White, "That's huge, that's agile, that's liberating!"

The CloudJumper Solution

With CloudJumper-enabled WaaS, MainFrameIT customers are provided with policy-based access to their workspace from any location at any time, as defined by the organization. Customers with multiple locations and/or remote staff are now able to work as if all were in a single virtual office in the cloud. CloudJumper WaaS allows MainFrameIT to quickly and easily provision cloud services, providing customers with the flexibility of one or more public or private cloud environments to operate their business from.

"CloudJumper fits tightly into our model with a turnkey solution built from the ground up for IT service providers. With nWorkspace, we are accelerating our success in the cloud arena, providing both ourselves and our customers with greater operational flexibility along the way," said James White, managing partner at MainFrameIT. "We expect MainFrameIT's WaaS services to lead the company's revenue generation efforts as we move through 2017."

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CloudJumper nWorkspace for MSPs, CSPs, software vendors, and other IT providers integrates all elements necessary to deliver highly scalable WaaS, including software, services, multi-cloud infrastructure, and expert engineering support. The platform provides layers of defense against data loss and potential cyber-attacks with powerful data protection capabilities that include spam filtering, malware/virus protection, ransomware protection, data loss prevention, data backup, disaster recovery, and disaster recovery planning and support. The CloudJumper partner portal provides an industry-first engagement platform for web-based quoting and ordering, partner and customer analytics and monitoring, support integration, financial reporting with on-demand access to detailed billing, service discounting based on account size, pricing estimates for new accounts, onboarding support, and white label billing.

Customer Success Story

“Like many forward thinking MSPs, MainFrameIT is paving a frictionless a path to the cloud for its customers with nWorkSpace WaaS,” said Max Pruger, chief sales officer for CloudJumper. “CloudJumper reduces the cost and complexity of this reality with a well-planned approach designed with the channel in mind. With industry experts predicting rapid growth in the WaaS sector over the next several years, now is the time to develop a game plan for this space.”

Achieving Success

Because of flexibility across all aspects of the solution, CloudJumper’s WaaS platform supports MainFrameIT’s MSP 4.0 model with aplomb, empowering significant return on investment at every level of the IT stack. This return is in part enabled through efficiency as the turnkey offering is capable of handling operating environments with ease, including both legacy and new applications. The solution can manage activities both in the office and at remote locations, providing access through the cloud and to a users’ mobile or other computing device of choice. The service adapts to any business environment and can scale up or down as needed by the customer.

For MainFrameIT, the financial benefits of the nWorkSpace platform have been significant. “Prior to CloudJumper, too much margin was determined on the bottom half of our P&L statement - one of several issues CloudJumper has broomed for us,” added White. “With CloudJumper’s WaaS offering, savings are driven by enormous reductions in capital and operational costs, including hardware, software, and IT staff required to manage operations.” Customers using the service report similar savings making WaaS a choice win for both MainFrameIT and its clients.

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James White, Managing Partner at MainFrameIT

“Since our founding nearly ten years ago, it has been our mission to simplify the IT experience for our small and medium sized customers - to protect them like a big company, to eliminate IT problems, to make them productive, and to empower them with agility. In pursuit of those goals we’ve created our radically different, radically better approach to IT. nWorkSpace helps the companies we serve be increasingly mobile, responsive, and agile at a cost that makes it a very compelling option to dealing with aging infrastructure, and just as important, our partner CloudJumper has earned its place as a key part of our model. As more SMB’s are thinking ‘destination-cloud,’ WaaS stands out as perhaps the only frictionless way of getting there. We expect to see robust uptake of the technology in 2017 and beyond.”



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The CloudJumper nWorkSpace (WaaS) solution brings the workspace into the cloud, giving SMBs and larger enterprises access to their desktops, apps, email and data from all their devices – computer, laptop, tablet, smartphone – anywhere business may be conducted. The company keeps end user’s networks safe as it backups all data and stores it securely in its tier IV/III data centers, which include a 100% uptime SLA. Since 2000, the company has been pioneering cloud WaaS solutions. nWorkSpace is the result of years of collaboration with the industry’s most important players, including Cisco, Microsoft, NetApp, RES, Dell, Intuit, IndependenceIT and many others. CloudJumper provides its services exclusively through the channel, supported by its industry-leading partner portal, my.CloudJumper.