



An Acquisition Fueled by Automation

The combinations of rapid growth and a shifting business model presented a leading provider of AI-powered workforce management, execution and communication solutions, with a host of downstream IT challenges. Chief among these challenges: equipping their in-house teams to support both infrastructure and customer service delivery at never-before-seen scale. That's when they turned to ConRes.

Business & Technology Challenges

The client made the transition from being a software provider to delivering software as a service. The resulting domino effect forced their geographically distributed teams to solve a variety of new infrastructure and development challenges:



*Scaling & securing
virtual infrastructure
and resources*



*Provisioning, onboarding
& managing customer
environments at scale*



*Coordinating across time
zones for infrastructure
and development staff*

How ConRes Responded

ConRes' unique combination of expertise across the data center and in the cloud made us a perfect fit for the company's growing infrastructure and application demands. We leveraged Red Hat Ansible to deploy an automation solution that accelerated the provisioning and management of new customer environments, offloaded time-intensive tasks from in-house staff and simplified collaboration across time zones for their geographically separated IT and developer teams.

Here's our solution at a glance:



*Deployed Ansible
Tower solution*



*Developed custom
automation playbooks
for provisioning
environments*



*Eliminated manual
provisioning tasks
from developers*



*Streamlined
collaboration across
time zones for IT staff
and developers*

By leveraging our infrastructure expertise and implementation, support and training services for Red Hat Ansible, the client was able to increase scalability, reduce overhead costs and speed time to market for their SaaS environments. Most importantly, they were able to remain an attractive and profitable acquisition at the height of the COVID-19 pandemic.

About ConRes

As a private, women-owned IT solutions provider, we are uniquely positioned to help companies design, procure, implement and support custom solutions. Backed by over 55 years of customer dedication, our approach is simple: We have great people who are highly skilled at what they do and find ways to help our customers achieve business goals.