

“Our requirement in New York was for a provider who can provide us with guaranteed Uptime in a quality facility, with Atlantic Metro Communications we found a professional team where we can be confident that our service requirements will be fulfilled.”

– Joe Dollard, Sr. Software Engineer for iCyte

The Opportunity:

iCyte is a leading online research management tool that was created to allow users browsing the Internet for research, the ability to annotate relevant information of a web-based PDF or HTML document that is pertinent to their research and then providing the user with these annotations through a filtered reporting system. Since the company is Internet dependent, providing users with managed research and resources that can be shared via e-mail or exported to be sent or used at a later date, the company required a colocation facility that would guarantee uptime and provide quality Internet access solutions. The company recently relocated from Melbourne, Australia to New York City in order to grow their business more efficiently. In effect a start-up here in the U.S. the company also required a facility that would provide them with the ability to grow and expand as their business requires.

The Solution:

iCyte's initial requirement was for a single rack of colocation, with the ability to back-up their services to a remote off-site location, together with a reliable 100mbps Internet connection. Upon initial review of various colocation providers in the New York market, including companies they previously had experience with, Atlantic Metro Communications responded to the inquiry within 3 minutes when other providers took days. In addition, Atlantic Metro Connections not only responded but provided expert advise on how iCyte

could design and architect their network in the U.S. The solution iCyte required was not able to be supported by most providers, since they required a second facility to host remote equipment for disaster recovery.

The Results:

Atlantic Metro Communications' immediate response to their inquiry and involvement by the CEO impressed iCyte. After touring three other data center facilities, iCyte was discouraged by the lack of professionalism and cleanliness the New York colocation providers presented. On the contrary, Atlantic Metro was professional from the on-set. After iCyte made their final choice, Atlantic Metro installed iCyte's equipment using their 'White Glove Installation' service which included cabling, mapping, stacking; providing iCyte one less aspect of their move to worry about. Today, iCyte continues to feel confident in Atlantic Metro. The company uses Atlantic Metro's customer portal system to run bandwidth utilization reports and to monitor their network systems including the ability to remotely power up and down their gear without having to physically be at the colocation facility. “Our experience with Atlantic Metro has been absolutely positive,” commented Joe Dollard, Sr. Software Engineer for iCyte. “We haven't had to wait more than 5 minutes to an open query, and feel their advise and professionalism is top-notch.”