



Case study:

Titan System Integration Offers Full-Service Cloud with ZeroStack

Titan System Integration is a Malaysia-based IT services organization doing business throughout Southeast Asia. Customers in the region are anxious to move their operations to the cloud to gain business agility and reduce costs, and the TITAN CLOUD service offers them the same international standard SLAs as mega-cloud providers, but at a better cost and with dedicated support.

Titan had been providing services using VMware, but this platform didn't satisfy the requirements of its cloud customer base. ZeroStack was able to offer a solution that delivered on Titan's requirements and made this MSP more responsive to its customers.

Cloud Platform Requirements

"With TITAN CLOUD, we pride ourselves on being side-by-side with our clients on their 'migration to cloud' journey," said Linus Shio, CTO at Titan System Integration. "What we needed was a platform that offered a full suite of cloud services with low administrative overhead."

The company had several specific requirements in a cloud solution:

- » Self-service provisioning, to give clients the same ease-of-use as mega-clouds;
- » A dedicated App Store so clients could have one-click provisioning of popular developer tools;
- » An intuitive interface that minimized calls to Titan's help desk; and
- » A low-overhead operational structure that reduced Titan's IT operations expenses.

ZeroStack Delivers the Self-Driving Cloud

While Titan's IT team did extensive research into potential solutions, the ZeroStack Intelligent Cloud Platform stood out from the crowd. "We saw ZeroStack's demo at Cloud Expo Asia and immediately scheduled a follow-up visit from them because their platform was so promising," said Shio.

ZeroStack's cloud platform includes an on-premises component as well as a cloud-based component, Z-Brain, that uniquely uses machine learning and AI techniques to monitor and repair infrastructure issues. This capability offered the potential to reduce Titan's IT support expenses by 90 percent, and resulted in higher availability for customers.

In addition, ZeroStack's App Store hosts more than 40 popular developer tools, so DevOps workers can

build custom workspaces using the tools they prefer. And rather than needing separate storage, server, and networking administrators (which results in organizational silos), the ZeroStack interface unifies all infrastructure monitoring and management under a single interface.

A New Foundation for TITAN CLOUD

Today, Titan is replacing its VMware-based cloud infrastructure with ZeroStack. The company was able to start small, with a single cluster, and can scale up indefinitely as customer demand accelerates. In the meantime, much of Titan's cloud support team can be redeployed serving other customers elsewhere in the organization. "ZeroStack has been both better for our customers and better for us, and that's a combination that excites us," said Shio.

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Titan System Integration Sdn Bhd

Titan System Integration Sdn Bhd was established in 2009, providing a full breadth of solutions and support services. Titan System Integration Sdn Bhd was established by a group of young, vibrant, experienced individuals with expertise in IT Systems Integration that enhance the professionalism of customer services.

Titan System Integration Sdn Bhd offers a full range of consulting services and business solutions.

Core Competencies:

- » Business consulting
- » Infrastructure consulting
- » Technology consulting



Alliances & Technology Partners

Titan System Integration Sdn Bhd offers solutions focused on delivering noteworthy cost value, time-to-market, security, and staffing advantages. Titan specializes in system migration and integration, e-business security, network architecture designs, business continuity-disaster recovery and Intranet-Extranet optimization.