CASE STUDY

Paul Mitchell

Global Hair Care Products Brand

Client: Paul Mitchell

Paul Mitchell is an iconic hair care brand, based in Beverley Hills, California. Founded in 1980, Paul Mitchell has grown into a popular global brand with more than 100 hair care products available in 80+ countries.

As one of the world's most prestigious hair care brands, Paul Mitchell is heavily involved in stylist education and operates more than 100 hair stylist schools internationally.

Challenges & Requirements

Paul Mitchell's IT infrastructure had become deeply fragmented across multiple locations. Their primary goal was to centralize the management and physical location of the IT.

Paul Mitchell experienced ongoing problems with their POS system, which regularly suffered from downtime and vulnerability issues. These issues affected the overall security of their IT, requiring urgent attention.

Their traditional IT estate of workstations and servers was long overdue for a hardware and software refresh. Paul Mitchell engaged us to design & build them a private cloud platform.

The challenge we faced was to completely refresh Paul Mitchell's entire IT infrastructure and migrate all unsupported legacy applications across to the new platform.

> **"Outsourcing our IT to Iron Orbit was a great move for us. It allowed us to focus on our business while Iron Orbit took care of the management and support of our IT."**
>
> Susan Meader, Manager at Paul Mitchell

Customer Deployment Achievements & Milestones

Infrastructure: We built Paul Mitchell a fully hosted private cloud platform to their specific requirements, which leverages Microsoft Server 2012, SQL Server 2014 and VMware hypervisors to deliver a world class platform.

Migration: We migrated their users, applications and data from the traditional IT infrastructure onto the new cloud platform in a frictionless way, with no disruption to the users operational workflow.

Email: We migrated their existing email infrastructure across to a fully managed and fully hosted IronOrbit Exchange solution, with built in IronOrbit SendSafe email encryption.

Hosted Platform: We host Paul Mitchell's desktops, applications, servers and POS system centrally on a custom built private cloud and put into place an offsite backup and DR strategy for operations and data.

IronOrbit now proactively manages the entire Paul Mitchell IT infrastructure and provide support to their users 24/7/365.

Deployment Specifics

1   **Custom built VDI/thin client solution, with hosted Exchange and hosted DR.**

2   **Critical security & operating system patch management for all desktops and servers.**

3   **Network, firewall, switch and IDS management across all branches.**

4   **Network antivirus, spyware and phishing protection against malware threats.**

5   **24/7 real-time, non-intrusive network and security monitoring and alerting.**

About Us

IronOrbit is part of the SACA Technologies group of companies, a family of IT businesses specializing in cloud computing, networking, virtualization and managed IT.

In 2003, SACA's leadership noticed an increase in demand for cloud-hosted desktops, servers and applications. Recognizing the importance that cloud computing would play in the future, our leadership founded a new enterprise dedicated exclusively to cloud services. That enterprise was IronOrbit, one of the world's premier suppliers of cloud-hosted IT infrastructure.

At IronOrbit, we're committed to delivering cloud services that go above and beyond. We aim to take your IT beyond the cloud and into orbit, with the most powerful, comprehensive and flexible services in the industry. This ethos is reflected in our business name, which was inspired by our commitment to truly "out of this world" service. From services to support, everything we do revolves around you, the client.

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