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Partnering to deliver flexible cloud experiences on demand

Data center and managed services provider, TierPoint, taps Dell APEX to help customers get the most from their cloud journeys.

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David McKenney
Vice President of Cloud Products, TierPoint

Business needs

- Offer new buying models for customers to achieve their cloud strategies.
- Deliver a choice of deployment architectures to meet customer needs.
- Leverage automation and standardization for greater consistency.
- Switch to on-demand OpEx over an often cost-prohibitive CapEx model.

Business results

- Ensures rapid deployment of application-ready infrastructure.
- Provides a single portal to easily handle orders and deliver services.
- Eliminates large capital expenditures, leaseback arrangements and tracking.
- Dramatically reduces support requirements for managing infrastructure.

Solutions at a glance

- Dell APEX Private Cloud
- Dell APEX Console

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TierPoint is a leading data center, cloud and managed services provider. The company offers these services through 40 data centers nationwide. In addition, it meets customers — especially mid-market businesses — wherever they are on their cloud journeys with innovative cloud-agnostic solutions delivered in partnership with Dell Technologies.

In recent years, customers have faced unprecedented economic challenges resulting in new requirements around procurement. Customers want more agility, simplicity and control over IT resources — together with flexible terms and payment options.

"We fulfill whatever promise makes the most sense to a customer," says David McKenney, vice president of cloud products at TierPoint. "We're cloud-agnostic and work with customers wherever they are on a workload-by-workload basis. Dell APEX is the next evolution of private cloud."

Proven private cloud deployment

TierPoint regards Dell Technologies and VMware as having long been at the forefront of cloud technology. The company has used Dell VCF on VxRail hyperconverged infrastructure for its cloud solutions for many years.

"It was seamless to switch from buying VxRail via a CapEx model to getting the same Dell Technologies infrastructure under an OpEx model with Dell APEX," McKenney notes.

Dell APEX Private Cloud also helps TierPoint respond faster to customer needs. The company can stand up infrastructure quickly and scale services on demand to meet changing requirements. Remarks McKenney, "It's pretty incredible. Having Dell Technologies manage all the logistics of delivering a private cloud so quickly expedites our time to market — and time is money."

Portal to deliver customer service

Another key to the exceptional control and responsiveness TierPoint enjoys is Dell APEX Console. Using the self-serve portal, the company can easily choose and configure as-a-Service cloud solutions, monitor and optimize services, and more.

Scales to address changing market needs and customer demands.

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"In one portal, APEX Console enables us to configure services, handle ordering and billing, and obtain approvals for site readiness," McKenney explains. "The hyperscaler-like experience is one of the most attractive capabilities of APEX."

He continues, "We use APEX Console to seamlessly work through the process with customers, and then we're off to implementation."

Extraordinary efficiency and consistency

With the growth in multi-cloud deployments, APEX Private Cloud provides simple automation and standardization from deployment to ongoing lifecycle management. This delivers improved operational efficiencies, consistency and economies of scale.

"When we're managing clouds across multiple locations, consistency is critical," states McKenney. "Together with the consistent builds of VxRail, APEX offers a common tool set to simplify management."

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