

# Bringing the Australian cloud to BMC's Australian clients.

From mainframe to cloud to mobile, BMC Software helps thousands of companies around the world drive innovation and industrial efficiency.



Rod  
Cloud Specialist

BMC has been a heavyweight in the software arena for many years, but they wanted to offer Software-as-a-Service (SaaS) to meet the growing demands of their clients. They were also interested in migrating to an Australian-hosted cloud to remove complications from hosting in the United States.

But BMC was worried – and rightly so – about customer service. They wanted to ensure that they could keep the same sterling record they have earned with their clients during this migration – and to do that, they needed the best operator of infrastructure so they could deliver the best customer outcome.

BMC had two requirements in mind: high availability and security. In short, BMC was looking to find a cloud-hosting vendor that could offer high performance and guarantee that sensitive confidential records will stay just that – confidential.

## Making the right choice.

Chip Salyards, BMC's Vice President for Asia Pacific, reached out to the Macquarie Cloud Services' team for help.

The job wouldn't be easy. A migration like this involves so many moving parts – not to mention that the client had the highest expectations for success. It was a no-brainer to put Rod, Account Manager and Branislav, Lead Engineer on the job. Heading up a team of experienced IT professionals, they to set work to offer a full service solution for BMC.

BMC loved that our data centres provide rapid disaster recovery with replicated environments in both Sydney and Canberra, certified security through managed firewalls, intrusion prevention and 24/7 monitoring. Both data centres have ISO 27001, ASIO T4 Highly Protected Status and DSD Gateway Certifications. BMC also asked us to provide secure, redundant high-speed internet access to its customers.

## Seeing eye to eye.

BMC didn't pick us just because of our infrastructure. Our reputation was what sold them on the deal. We boast a world-class customer service model and an NPS score that keeps climbing, already dozens of points higher than the nearest competitor. Like BMC, we put our focus on customer service.

## To the future and beyond.

Rod, Branislav, and the rest of Macquarie Cloud Services' team pulled it off without a hitch. BMC ultimately decided to utilise the Launch Enterprise Cloud solution with reserved and quarantined compute, memory and storage resources, virtual disaster recovery, backup as a service, and managed storage. We offered our managed security, which include end-to-end, integrated protection for BMC's client's safety. In fact, not only do we secure BMC's own data, but the data and sensitive information of its big-name clients, including government agencies. The rollover went smoothly and we brought dynamic, high performance to BMC and its clients

**“With Macquarie Cloud Services, it's all about people. They put customers first, don't offer excuses, and meet their SLAs.”**

Chip Salyards, Vice President of Asia Pacific, BMC

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