

# Case Study: JRoss Recruiters

## Company Profile

JRoss Recruiters is Canada's leading retail and hospitality recruitment firm. Providing high level recruiting services across Canada for the past ten years, it has evolved into a very successful company with a focus on delivering people who deliver results. Along with JRoss' transition to success was an IT infrastructure in need of its own, significant transition – to provide reliable, centralized access to IT systems.

## The Challenge

Acquiring a sophisticated, redundant and highly available infrastructure can be a daunting task for even the largest of organizations. While JRoss needed a robust system, they did not want to go through the same process they had gone through previously – acquiring in-house hardware, software, and support – only to have to upgrade everything again every few years. With agents spread across Canada, the location of the infrastructure was going to be critical, and the costs associated with building and maintaining a highly available infrastructure would be significant. JRoss' recruiters were also engaged from 5 AM-5 PM Pacific on both weekdays and weekends, so physical access to servers in case of a problem would be a priority as well – especially in a non-hosted environment.

## The Solution

Over the past few years, Dyrand had worked with a number of clients to develop solutions that resolved these exact issues. We, therefore, knew that simply designing a solution, selling the hardware and software, and then providing support for the systems would only solve part of their problem. JRoss would still need to find a location for the infrastructure, ensure access to necessary support, and then plan to repeat the process again every four years.

Instead, Dyrand developed a solution that solved all of JRoss' problems by providing a highly available system located in a state-of-the-art datacentre. This eliminated the requirement to refresh all of the hardware and software every four years – containing costs while increasing flexibility and reducing business risk.

Dyrand would host all key applications for JRoss in a highly redundant and available infrastructure in its state-of-the-art datacentre in Kelowna, provide the necessary hardware and software that was required on-premise at JRoss' head office, and provide a subscription-based solution that moved the expenses from a cap-ex to an op-ex situation. The solution also included complete IT support for all of the systems. Dyrand would act as JRoss' 'virtual IT department,' handling anything to do with IT and leaving JRoss to focus on its own business.

## The Results

The solution proved to be highly successful. JRoss is no longer concerned about its systems going down, and the company now enjoys system performance that far exceeds what was experienced in the past. In addition to delivering high availability and increased performance, it delivers peace of mind to the people at JRoss – who can now sleep easy knowing that Dyrand is managing their entire infrastructure. Upgrades and changes are now the responsibility of Dyrand, and JRoss can now easily budget for IT for many years to come and scale it based on its growing company needs. It's as simple as submitting a service request to Dyrand as JRoss adds new users, systems and servers.

JROSS  
RECRUITERS



OFFICE 365 EXPERTS

CLOUD SERVICES

BUSINESS CONTINUITY

COMPLIANCE

SECURITY SOLUTIONS

COMPLETE IT SERVICES



dyrand  
systems

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