

## Case Study



# Intelligent, flexible technology that enables efficient and cost-effective storage

As Argentina's technology market continues to grow and innovate, there is an increased feeling among many organizations within the country for the need to take their IT departments to the next level. Many regional companies are beginning to look at how infrastructure-as-a-service can be an important part of their growth strategy. This changing sentiment is providing significant opportunities for managed solution providers that can supply the necessary services and hardware to help these enterprises become more competitive in their given industries.

## Company Profile

Imptech's goal is to advise and help the implement engineering support and technology projects such as migration and consolidation of data centers, monitoring of performance reviews, upgrades of hardware, operating infrastructure.

Imptech implements service virtualization, and provides services for data center migration and consolidation. Imptech also offers tools for the upgrades of hardware, operating systems and applications.

Imptech services also include structured cabling for buildings and integration of voice and data applications, indicators, IT governance, change control and problem-management.

## Solution Target

Imptech concentrates on the following verticals:

- Financial
- Healthcare
- Insurance

It is in this climate of innovation and growth that Imptech, a technology services and solutions provider, is thriving. Imptech offers technical and operational support tailored to the needs of its customers.

Imptech offers technical and operational support tailored to the needs of clients in the financial, healthcare and insurance industries. Imptech CEO, Gabriel Enzo Gagliardi, who helped co-found the company after his tenure at the HSBC Bank Argentina, said Imptech's goal is to advise and help implement engineering support and technology projects.

"We are a company founded and run by professionals with extensive experience in the technology market," says Gagliardi. "We wear two hats: service provider or reseller - whatever the needs of our clients."

Imptech implements service virtualization using a joint product that simulates CA LISA®, as well as provides services for the migration and consolidation of data centers. Imptech also offers tools for the upgrades of hardware, operating systems and applications on iSeries and zSeries platforms. Additional Imptech services include structured cabling for buildings and integration of voice and data applications, indicators, IT governance, change control and problem management.

## THE CHALLENGE

*Expanding Imptech's portfolio of technologies with a data recovery and replication solution that provides needed availability, protection and flexibility.*

Founded in 2009, Imptech is relatively new player in Argentina --competing against much larger and well-entrenched companies in a technology market that is both growing and striving to make its global mark. This



provides an added layer of pressure for Imptech, forcing the company to constantly reevaluate its capabilities in order to provide a better portfolio of technologies for its customers.

"Our customers in the three verticals we support, especially in finance, are looking for differentiators - ways to separate out the various managed service providers and pick the one with most critical technologies and varied support," said Gagliardi.

### THE SOLUTION

*FalconStor's Enterprise Suite powerful data services platform allows Imptech to deliver flexible solutions to meet customers' business-critical requirements to move, store, protect and manage data.*

Committed to providing the best technologies to help its customers and remain one step ahead of the vast competition in Argentina's technology market, Imptech is offering FreeStor, a converged, hardware-agnostic, software-defined storage and data services platform, both as an add-on to existing services and as part of its portfolio of co-location, hosting and tailor-made cloud platform solutions.

The Enterprise Suite came to Gagliardi's attention because, at the time, Imptech was looking to add on number of solutions from disaster recovery to storage provisioning. "We wanted products that were easily outsourced to various architectures and could complement our existing capabilities," said Gagliardi. "We wanted and needed flexibility as our business model depended on it."

FalconStor's Enterprise Suite horizontal architecture unlocks a new era of storage opportunities, allowing IT managers, MSPs and CSPs to maximize efficiencies and lower costs while taking advantage of public cloud, hybrid cloud, flash storage and Software-Defined Storage. FalconStor's groundbreaking Intelligent Abstraction® approach delivers seamless access and unified data services across entire storage infrastructures without having to invest in new technology, or to rip and replace existing platforms.

### THE RESULT

*FalconStor's Enterprise Suite ensures Imptech is well-positioned to help their customers overcome their unique data challenges while providing the right mix of performance and flexibility appropriate for any industry.*

With its comprehensive set of unified data services, The Enterprise Suite provides Imptech with the ability to manage its customers' data with greater simplicity, tighter control, maximum efficiencies and lower costs while allowing Gagliardi and his team to standardize critical data protection on a single solution platform for their key industry customers. For instance, FalconStor's Enterprise Suite is allowing Imptech to align operations with increasing business demands in certain industries such as insurance and human resources -- all of which have multiple requirements and regulations.

### Objectives

- Provide the best technologies to help its customers remain one-step ahead of the competition
- Expand solutions portfolio to include disaster recovery and storage provisioning

### RESULTS

- A single software-defined platform that gives it seamless control across legacy, modern and virtual environments
- Imptech is wellpositioned to help their customers overcome their unique data challenges while providing the right mix of performance and flexibility

“The Enterprise Suite platform provides our customers with an intelligent and flexible technology layer that enables common, efficient, and cost-effective storage services, and centralized management of storage resources across an organization.”

- **Gabriel Enzo Gagliardi,**  
Imptech CEO

FalconStor’s Enterprise Suite allows IT administrators to define business continuity policies appropriate to business application service-level agreements (SLAs) for a more service-oriented approach to application and data availability. These features are critical for industries, such as healthcare, that demand lock-tight SLAs for protection.

“We felt the FalconStor’s Enterprise Suite platform could provide our customers with an intelligent and flexible technology layer that enables common, efficient and cost-effective storage services, and centralized management of storage resources across an organization,” said Gagliardi. “Our clients needed a solution that could promote better utilization, reducing overall storage costs, and migrate data seamlessly when the need arises.”

With FalconStor’s Enterprise Suite, Imptech’s customers across Argentina are finding the innovation they desire. The solution’s must-have data services combined onto one intelligent converged platform gives Imptech the technology offering it needed to differentiate itself from its competitors while providing its clients with what they need to gain a competitive edge and helping them reach the next level within their given industries.

#### About FalconStor Software

FalconStor Software, Inc (OTCQB: FALC) is a technology company whose mission is to deliver technical innovation that creates investment protection, flexibility, and leverage of modern cloud-based technologies for our enterprise customers. We provide software and cloud services that enable our enterprise customers to better manage, protect, secure, and make use of their valuable data. Our customers achieve lower costs, simpler operations, greater data security, higher confidence in their business continuity, and greater ability to effectively use their data assets to drive innovation.

Founded in 2000, FalconStor is headquartered in Austin, Texas and has additional offices in New York, Europe and Asia. Our solutions are available and supported by a vast network of system integrators and resellers. For more information, please visit [www.falconstor.com](http://www.falconstor.com).

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