Techarex Networks:
An Interview with Infrastructure Consultant Arnab Kumar Das

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COMPANY
Techarex Networks, LLC
www.techarex.net

INDUSTRY
Technology

LOCATION
Dallas, TX

CUSTOMER SINCE
2015

Techarex Networks

Techarex Networks' expertise lies in providing managed services at the most cost-effective rates. As a reliable, proficient technology partner, Techarex helps businesses work smarter in the cloud.

AN INTERVIEW WITH ARNAB KUMAR DAS, INFRASTRUCTURE CONSULTANT, TECHAREX NETWORKS

Q: **WHO ARE YOU?**

My name is Arnab Kumar Das. I'm an Infrastructure Consultant at Techarex Networks, LLC.

Q: **TELL US A BIT ABOUT TECHAREX, THE COMPANY, AND YOUR ROLE THERE.**

Techarex was founded to provide end-to-end IT solutions to SMBs and enterprise clients. We focus on reducing operational costs and making it easier for companies to put their attention on their core business, not on IT operations. As an infrastructure consultant, I am responsible for designing customer IT infrastructure within the diverse Techarex Service System.

Q: **WHAT IS THE TECHAREX SERVICE SYSTEM?**

Techarex specializes in cloud computing technologies, including DR, BaaS, VPS, Private Cloud, Hybrid Cloud, and more. We recently began providing services from the physical layer in order to meet the needs of our SMB and enterprise customers.

Q: **WHAT WERE TWO TECHNICAL ISSUES THAT TECHAREX FACED WHEN YOU WENT LOOKING FOR AN IaaS PARTNER TO SUPPORT THE TECHAREX SERVICE SYSTEM?**

1. Investing in physical hardware—we needed access to higher-end machines for compute, storage, network, firewalls, load balancing, etc. in an OpEx model.

2. Investing in data center facilities—we didn't have the manpower needed to operate physical data center facilities that supported our Service System.

Q: **HOW DID YOU ADDRESS THESE TECHNICAL CHALLENGES?**

By working with ServerCentral! We did our homework and learned that ServerCentral was the best choice to address these challenges. There are clear and proven processes to support companies like Techarex. ServerCentral understood what we were looking to accomplish and knew how to support an organization like ours.

By separating infrastructure from our day-to-day operations and having ServerCentral manage part of our Service System, we were able to add the most value to our customers and to us.

Arnab Kumar Das
Infrastructure Consultant
Techarex Networks

Q: WHAT WAS THE NUMBER ONE BUSINESS CHALLENGE TO SOLVE FOR TECHAREX AS PART OF THIS EFFORT?

Manageability of the data center and hardware options. The idea of entering into physical data center services was a huge challenge for us. Working with ServerCentral made it easy to successfully move ahead and accomplish the project together.

Q: HOW DID YOU ADDRESS THIS BUSINESS CHALLENGE?

This is the reason we partnered with ServerCentral! We knew where our strengths were and we knew where we needed to find the best possible partners. By separating infrastructure from our day-to-day operations and having ServerCentral manage part of our Service System, we were able to add the most value to our customers and to us.

Q: ONCE A COMPANY BEGINS THE TRANSITION TO A NEW IaaS PLATFORM, LOTS OF THINGS CHANGE. WHAT DID YOU LEARN DURING THE PROCESS?

Life in IT gets easy if your infrastructure foundation is built with the best hardware and support resources.

Q: WHAT WAS THE BIGGEST OPPORTUNITY YOU DISCOVERED?

The ease of scalability. There are so many options available to develop our infrastructure and evolve our Service System, which makes IaaS an awesome option for Techarex and our customers.

Q: WHERE WILL TECHAREX BE IN THREE YEARS?

We are certain that our services will continue to extend across the globe. Our goal is to become one of the leading service providers in the market.

Q: WHY DID YOU CHOOSE TO WORK WITH SERVERCENTRAL?

Experience. We needed a partner whose values matched ours. With ServerCentral, we're able to align growth and support opportunities to meet customer needs.

Q: WHAT IS THE SINGLE BIGGEST REASON YOU WOULD RECOMMEND SERVERCENTRAL?

Promptness in response and great customer service.

Q: WHAT WOULD YOU LIKE TO SEE SERVERCENTRAL DO BETTER?

I would like to see ServerCentral offer hyper-converged solutions.

Q: ANY FINAL THOUGHTS?

When you're choosing your partners, it is important to do your homework and to choose wisely. You want to be sure your partners support your vision, deliver on time and on budget, and know how to support your day-to-day operations.

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