



## BCMexperts

*ServePath and GoGrid's Cloud Connect provides the elasticity of cloud computing with the hardware control of dedicated, managed servers.*

**BCMexperts offers the only turnkey supplier risk mitigation service: *Free Supply Chain Health Check*** tells you which are the key risks of your supply chain, including how many of your suppliers have such risks, with no obligation. ***Supplier Solvency*** detects supplier bankruptcies 1-2 years before they happen. ***Supplier Business Continuity*** improves the ability of suppliers to quickly recover from interruptions and to avoid disasters. ***Supplier Sustainability*** ensures that suppliers manage themselves according to labor, environment, health, safety and ethical standards. The BCMexperts service protects all of a company's revenue by reducing risk throughout the entire supply chain. It identifies a company's high risk suppliers within 30 days and then mitigates supplier risk using patent-pending methods and software – without burdening a company's employees with extra work. The result is a competitive advantage in delivering products and services “no matter what”.

### Company

BCMexperts

### Headquarters

Redwood City, CA

### Founded

2000

### Industry

Supplier of Risk Mitigation Software

### Products/Services

Free Supply Chain Health Check

Supply Chain Business Continuity Management

Supply Chain Sustainability Management

### Target Audience

Supplier Management and Corporate Risk Management

### Website

bcmexperts.com

### Objectives

- Fast and reliable network
- Scalable as business expands
- Pay-as-you-use billing method
- Support 24/7 by English speaking certified technicians

### Key Challenges/Opportunities

- *Scale* - BCMexperts supports hosted supplier risk mitigation software accessed by thousands of companies
- *Rapid Growth* - BCMexperts needed to be able to quickly scale to meet the sharp increase in customer demand for supplier bankruptcy prediction, supplier resilience and supplier sustainability services.
- *Reliability* - BCMexperts needed a cost effective, highly reliable, and secure hosting partner for its fast growing business.

### Why ServePath was selected

- Only cloud hosting solution providing a hybrid infrastructure for hosting and scaling dynamic web applications
- Ability to quickly scale
- Reliable and consistent uptime
- World class customer service for the many years BCMexperts have used ServePath

### Benefits

- Reliable & provides a 10,000% uptime guarantee
- Scalable with customer needs and business growth
- Pro-active customer service
- BCMexperts stays focused on growing its business



*“For years, ServePath has helped us focus on growing our business by providing great uptime and support over the years. When our dedicated Service Team account manager called during his monthly assessment of our account, he recommended that we transition to Cloud Connect. Now we use GoGrid to provide a cloud of web servers while having our database on a beefy, dedicated server. This helped us to quickly scale to meet increased customer demand for supplier risk management services!”*

## The Search

BCMexperts was founded in 2000 by seasoned supply chain experts. They created a turnkey service to manage risk across all suppliers in large supply chains. When building their business, they needed a reputable and reliable hosting provider. They used Google to search and compare different vendors with price, reliability and uptime as the greatest concerns. Among the things that differentiated ServePath from the competitors were the 10,000% SLA guarantee, competitive pricing, proactive customer service and state-of-the-art data center. BCMexperts and its customers needed assurance that their hosted service would support thousands of suppliers worldwide at the same time. BCMexperts found in ServePath a hosting partner that stands out for its uptime, cost effectiveness and ability to scale. This gave BCMexperts the foundation on which it built its unique turnkey supplier risk mitigation services.

## The Improvement

ServePath enabled BCMexperts to deploy its initial production environment in just a few days. As BCMexperts' business grew, ServePath proved its value through exceptional uptime and customer service. One day, a ServePath account manager familiar with BCMexperts' hosting environment called Patrick Brennan, CEO, to recommend a better solution for his business. On the ServePath side, data access rates would be increased by using dedicated servers for its databases. On the GoGrid side, BCMexperts could use a cloud front-end to scale web servers up or down based on demand. A smooth transition was accomplished in less than a week after accepting the recommendation, based on a detailed production migration plan.

## The Big Move

Not only did ServePath/GoGrid exceed expectation by meeting the deadline early, but the hybrid environment significantly lowered BCMexperts' costs instantly! Using Cloud Connect, BCMexperts is assured of great uptime and cost effectiveness while it focuses on growing its business. Similarly, BCMexperts achieved even greater server response times and better on-demand scalability, especially using Cloud Connect.

“We measured a 42% improvement in production response times and a 6x improvement in scalability immediately using Cloud Connect. We are confident of great uptime, scalability and cost effectiveness through ServePath/GoGrid. That lets us stay focused on growing our business.” Says Patrick Brennan, CEO, BCMexperts.

*“ServePath and GoGrid's Cloud Connect are critical to the continued success of BCMexperts!”* Patrick Brennan, CEO, BCMexperts

## About ServePath

ServePath is San Francisco's leading managed server provider, delivering custom solutions and managed services to businesses that need powerful Internet hosting platforms. Thousands of companies worldwide look to ServePath for its reliability, customization, and speed. ServePath has a Keynote-rated A+ network that is SAS 70 audited and compliant and guarantees uptime, backed by a 100% uptime, 10,000% Guaranteed™ Service Level Agreement. The employee-owned company has been in business for seven years and operates its own San Francisco data center. ServePath also provides cloud hosting infrastructure services through its GoGrid division as well as colocation services through its ColoServe division.

