



# CASE STUDY

## Lanvera



## Pressing Needs for a High-Tech Document Producer.

Lanvera is a leading document outsourcing company, specializing in processing a wide array of business documents: invoices, statements, billing, collections, tax documents, and other business-critical documents, all delivered online and via print and mail.

“Lanvera is a different type of outsourcing company,” explains IT Director Brian Camp. “We add value to the process, not just outsource the current approach. We work with each customer to develop a custom solution to meet unique requirements at the lowest possible cost.”

Enjoying outstanding success, the outsourcing company brought two pressing needs to GXA:

- 1 Physical Expansion: Lanvera needed to move to a new, larger office to accommodate its rapid growth.
- 2 Service Continuity: With an expanding roster of clients outsourcing business-critical processes to Lanvera, the need for a tight, scalable, healthy business continuity plan mushroomed.

**“Without GXA Network Solutions, our resources would have been stretched to the breaking point with this enormous move. With GXA, what could have been a logistical IT nightmare was made simple, streamlined and seamless...and has left our business better positioned than ever for our long-term goals.”**

**Brian Camp, IT Director of Lanvera**



Camp summed up the core challenge: “We needed a seamless relocation because our client services must stay up 24/7, without exception. Our clients rely on us for time-sensitive and business-critical billing, legal disclosures and tax documentation. “So we turned to our long-term technology partner, GXA Network Solutions, to plan, facilitate and assist with the move.”

## **GXA Network Solutions**

Lanvera was already impressed with its technology partner, GXA Network Solutions, and thus trusted GXA to plan, facilitate and assist with the move, as well as their business continuity and disaster recovery (BCDR) planning. As with Lanvera, outsourcing business functionality is GXA’s starting point: rendering superior results in less time and at lower cost is the true deliverable.

### **Business Continuity and Disaster Recovery**

The show must go on: as their client list grew, Lanvera realized it was time to re-evaluate and upgrade their BCDR strategy. As an expert in this arena, GXA Network Solutions not only developed a new, robust BCDR plan for Lanvera, but worked it in tandem with the office relocation to make the move even easier.

- 1 Planning:** GXA worked with their IT staff to develop a comprehensive BCDR and failover plan.
- 2 Setup:** A Hybrid Cloud/Private Cloud was created to function as the Disaster Recovery site.



“We honor all commitments,” says Camp, “regardless of cost. When we promise excellence – 100% quality, document integrity and quick turnaround – we’re going to deliver, period. Knowing we have a backup plan that can shoulder the weight of our operations in a catastrophe is a huge burden off our shoulders.”

### **Seamless Move To A New Office and Datacenter**

GXA approaches its network solutions with the understanding that IT should operate as an engine to drive better business performance and productivity. To that end, GXA helped engineer a successful move by starting with business priorities above IT logistics. The business benefits:

- Minimal disruption, thanks to a painstakingly orchestrated flow
- Increased productivity by upgrading Lanvera’s IT infrastructure and network
- Future-proofing and scalability through technology designed to grow with the company

GXA accomplished these results with a carefully orchestrated, step-by-step relocation plan.

- 1 Requirements Analysis:** GXA designed a network infrastructure, with a detailed list of necessary equipment, for the new office.
- 2 Upgrade:** Lanvera believes in investing in the highest quality equipment, software and tools available. A Cisco Switching and Routing environment, in tandem with a beefed-up wireless network, enable staff across the office to work seamlessly.



- 3 **Failover:** GXA failed over key services to the newly upgraded Disaster Recovery site while the company's datacenter was relocated to the new office.
- 4 **Implementation:** GXA worked with Internet vendors and Lanvera's IT department to successfully move the datacenter to the new office with minimal business disruption.
- 5 **Restoration:** Services were restored to the new datacenter from the Disaster Recovery site.

### **Ongoing IT Support**

GXA continues to provide post-move support to iron out network and server issues promptly. As its standard service, GXA provides ongoing network and security monitoring to detect and resolve any network issues immediately.

### **Conclusion**

Like its client, Lanvera, GXA Network Solutions created a customized solution that put its client's needs first, with equal weighting dedicated to both business goals and logistical details. With such an enormous move looming, GXA knew that every possible problem – even the smallest ones – would need to be anticipated and solved ahead of time. This enabled a flawless move to its new office.



GXA also understood that a business continuity and disaster recovery plan was crucial to the success of a company that services time-sensitive, business-critical needs for its clients; thus, GXA crafted a highly individualized, flexible, hardy system that features multiple redundancies and contingencies, and that is fully and easily scalable... an important feature for a company on the rise.

## Executive Summary

### Challenge

- 1 Moving Lanvera and its highly technical setup to a new office without even a nanosecond of disruption.
- 2 Crafting and implementing a bespoke business continuity and disaster recovery plan that would allow the Lanvera to honor all time-sensitive commitments to its clients, no matter what catastrophes might befall.

### Solution

- 1 Putting business needs before technical jargon, GXA Network Solutions created a military-precise, top-down plan that had every possible contingency covered.
- 2 GXA created a BCDR plan that perfectly fits Lanvera's current needs and any emergency situations, as well its growing requirements.

### Results

A seamless move, better business performance, and a rock-solid system to keep Lanvera producing – both documents and clients – at an ever increasing pace.



## About Lanvera

Founded in 1985 in Dallas, Texas as a Credit Union statement processor, Lanvera ([www.lanvera.com](http://www.lanvera.com)), formerly Total Mail Systems, quickly became a pioneer in reducing statement production and mailing costs. The company was one of the first to introduce page reformatting and front / back printing to lower postage, print and paper costs. Quick turnaround, document integrity, quality and responsive customer support built Lanvera's reputation as a highly reliable outsourcing partner.

Today, Lanvera customers cross many industries including financial services, healthcare, oil & gas exploration, insurance, telecom, retail, distribution, and manufacturing. In 2005, Lanvera moved into a larger facility in Dallas, Texas. After further significant growth and expansion, this past June, Lanvera moved into its new state-of-the-art facility in Coppell, TX.



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