



# CASE STUDY

## TRANSFORMING IT PERFORMANCE - A PATH TO OPTIMIZED CLOUD SUCCESS



### Background

Wiers Fleet Service, a leader in fleet maintenance and repair, relied on Karmak Fusion, a critical software platform for managing logistics, repairs, and fleet operations. Initially, Wiers was operating on a private cloud platform that didn't meet their performance needs. Seeking a solution that could deliver both reliability and scalability without the challenges of on-premise infrastructure, Wiers partnered with Braden Business Systems to evaluate options and improve their IT environment through US Signal's optimized private cloud platform.

### Challenge

Wiers faced several key challenges:

- Underperforming Infrastructure: Their existing platform could not support the growing demands of their operations, impacting employee productivity and service delivery.

### Company

Wiers Fleet Service and  
Truck Repair

### Industry

Fleet Service and Truck Repair

### Challenge

Optimize Karmak's industry-specific fleet management software (Fusion) in a cost-effective, reliable, and flexible environment

### Solutions Provider

Braden Business Systems

- **Cost and Resource Constraints:** Frequent Karmak Fusion updates required significant resources for maintenance, straining Wiers' IT capacity and budget. The cost of server upgrades and maintaining hardware was unsustainable for a growing company. The cost of server upgrades and maintaining hardware was unsustainable for a growing company.
- **Complex Hosting Options:** Wiers evaluated multiple hosting options, including an on-premise setup, Karmak's Azure-hosted solution, and an optimized private cloud environment with US Signal. Each option had its pros and cons, and Wiers needed guidance to determine the best choice for performance, cost-efficiency, and scalability.

Braden Business Systems collaborated closely with Wiers, Karmak, and US Signal to assess, streamline, and implement an optimized private cloud solution that met Wiers' needs.

## Solution

To address these challenges, Braden led a strategic evaluation and tuning process designed to ensure a high-quality experience for Wiers employees and support future growth. Here's a breakdown of the process:

### Comprehensive Assessment and Consultation

Braden conducted a thorough review of Wiers' infrastructure, operational requirements, and growth goals. This analysis included:

- Evaluating the limitations of Wiers' initial private cloud setup.
- Exploring hosting options, including an on-premise environment, Karmak's Azure-hosted solution, and the optimized private cloud with US Signal.



### Selection of an Optimized Private Cloud Solution with US Signal

With Braden's guidance, Wiers transitioned Karmak Fusion to US Signal's private cloud platform, which offered:

- **Reliability:** US Signal's geographically redundant data centers provided high uptime and strong fail-safes against outages.
- **Cost Efficiency:** Unlike Azure's high costs, US Signal's private cloud solution aligned with Wiers' budgetary requirements, maintaining high performance without excessive expenses.
- **Scalability:** The private cloud environment allowed Wiers to scale compute resources as needed, meeting the evolving requirements of Karmak Fusion.



### Seamless Implementation

- Braden facilitated the migration and optimization by:
- Coordinating with US Signal to configure the necessary infrastructure.
- Collaborating with Karmak's technical team to ensure Karmak Fusion performed optimally on US Signal's platform.
- Testing and validating data integrity, system functionality, and user accessibility before full deployment, minimizing disruption.

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## **Results**

Through this partnership, Wiers achieved substantial improvements in IT performance, addressing immediate operational needs and enabling sustainable growth. Key outcomes included:

### 1. Enhanced Operational Efficiency and Scalability:

Wiers doubled its workforce without service disruptions. The optimized private cloud enables them to scale resources as needed, supporting business expansion seamlessly.

### 2. Cost Savings and Improved Reliability

Migrating to US Signal's private cloud reduced hardware costs and maintenance expenses while achieving a 99.999% uptime, significantly boosting application availability.

### 3. A Strategic IT Partnership

As a managed IT client of Braden, Wiers benefits from proactive monitoring and support. Braden's close coordination with both Karmak and US Signal ensures that Wiers' systems remain optimized and responsive to their business needs.



## Key Takeaways for Fleet and Repair Service Providers

For companies in fleet and repair management, Braden Business Systems provides:

- Customized Solutions: Tailored recommendations based on an in-depth assessment of unique needs.
- Effortless Scalability: Private cloud solutions that grow with your business without major capital investment.
- Managed Services Support: Continuous support and monitoring to ensure your IT infrastructure remains reliable and efficient.

Braden's industry expertise and commitment to client success allow companies to make strategic technology investments that support sustainable growth and operational resilience.

**Contact Braden Business Systems**

**1-866-752-5961**

**info@bradenit.com**

**8700 North Street, Suite 400**

**Fishers, IN 46038**