

FolderWave Advances Longstanding Partnership with 11:11 Systems, Migrates to Managed Cloud for Azure



Challenges:

- Education system offers many options, making it hard to navigate
- Growing demand on the education industry
- Significant volumes of data to manage
- Agility in responding to scalability needs to meet current education landscape
- Ever-increasing need for secure and reliable data management and access
- Cost in time and money to manage infrastructure

Solution:

- 11:11 Managed Cloud for Azure
- 11:11 Managed Services
- 11:11 Consulting Services

Benefits:

- Improved agility in responding to education market needs
- Highly secure and reliable public cloud hosting environment
- Continuous data availability and business uptime
- Increased availability of internal resources for business innovation
- Simplicity in day-to-day management
- World-class migration support and Consulting Services
- Increased scalability and visibility

Client Profile

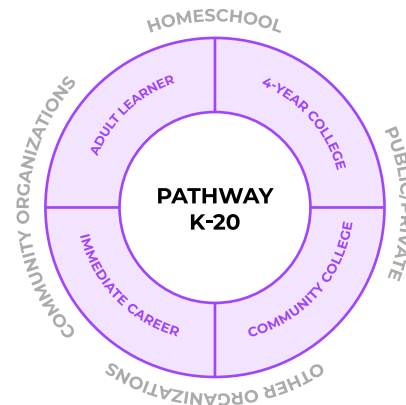
FolderWave is a leading educational software and solutions provider, integrating proven cloud-based technologies with innovative solutions to optimize clients' critical student success goals. FolderWave's robust, secure, accessible, and scalable case management platform has been successfully deployed across various sectors of the education industry.

Focused on student success, the FolderWave platform supports K-12 and Higher Education and beyond, handling hundreds of thousands of student applications and financial aid cases, as well as managing millions of critical documents. Its platform enables rapid deployment while addressing each client's unique and complex challenges, delivering significant ROI.

In addition, FolderWave offers a comprehensive, student-facing modular platform that supports every step of the lifelong learner journey. Its Pathway platform delivers powerful college and career planning tools to students and educators, supporting career readiness from middle school through adult education. Within the public sector, the FolderWave platform is in use to guide young adults through a program offered to help them in achieving a successful career and future.

FolderWave is headquartered in Westford, MA. For more information, visit folderwave.com.

LIFELONG LEARNING



An Evolving Industry with Evolving Needs

In the early aughts, higher education — along with industries the world over — began turning to the cloud in droves to help reduce costs and more efficiently store, analyze, and access their virtual libraries of student data. FolderWave, a Massachusetts-based education platform provider, was among the earliest cloud-based solution providers to enter this fray. In doing so, it became something of a pioneer in enrollment management solutions and automation, a company with the vision and know-how to innovate around the sector's unique and rapidly evolving requirements.

In the more than two decades since FolderWave's founding, much has changed and much has remained the same in education, especially when it comes to the industry's many challenges. Secondary and higher ed institutions, and the businesses that serve them, still deal in large quantities of sensitive data in a compressed timeframe. But the educational landscape itself has grown far more complicated. Between the complexities of financial aid, the heightened anxiety around admissions, the enduring effects of the COVID-19 pandemic, and the rapidly evolving career landscape, the path forward for students, educators, and institutions has become more complex and harder to navigate.

"Today's students and their families face an immense amount of pressure to make the right educational and career decisions. The paths available to them have grown in number and complexity, and the to-do lists can be downright overwhelming," said Robert Burke, president of FolderWave.

"Our mission revolves around using technology to enhance student success. From admissions to financial aid to career readiness and exploration, I believe we've constructed a flexible platform that solves many of education's current problems and helps students navigate the breadth of choices before them."

Today, FolderWave is an industry leader, helping flagship colleges and universities across the U.S. manage their data and process the rising number of admissions and financial aid applications. With the company's flexible, comprehensive platform, these institutions can now seamlessly translate mountains of managed data into a tailored, automated business process — one that begins running smoothly within weeks, not months or years, as with prior solutions.

But centralizing and securing millions of sensitive documents in an environment where transaction volumes are highly cyclical is no easy feat. Early on in FolderWave's history, Burke understood that the more the company grew, the more all-consuming IT management would become. That is why, for more than a decade, FolderWave has partnered with 11:11 Systems for managed cloud services.

"We decided that managing our own IT environment was not a business we wanted to be in. It frankly didn't make sense, especially since we knew there were companies that could do it for us and do it well," said Burke. "We decided to partner with a vendor so we could concentrate on our core offerings: technology, support, implementation, and strategy, among others."



A “Game-Changing” Partnership

With 11:11 managing FolderWave’s virtual avalanche of data, the company and its leaders have been freed to focus their energy and expertise in the direction of the company’s true mission — toward solution development, maximizing the future objectives of the students they serve, and on enhancing student success paths.

“The decision to partner with a third-party vendor like 11:11 Systems was an important one. We knew our ability to respond quickly, and provide confidence to our clients in our platform, could make or break the entirety of our service delivery goals,” said Burke. “That is why we hold 11:11 in such high regard. We’ve done great work together over the years and have developed a relationship that we consider to be a true partnership. The entire 11:11 team has really taken care of us. They provide exactly what we need, the right way. Their expertise has been game changing.”

The genesis of FolderWave’s partnership with 11:11 can be traced back more than a decade to the management of the company’s hosted private cloud environment. However, as the company — and its data — grew over time, that environment no longer possessed the flexibility Burke and his team needed to scale up and down the required number of web servers. In order to better support FolderWave’s critical applications, Burke decided to pursue a fully managed public cloud solution — one that could offer the increased flexibility, scalability, visibility, and cost savings the company needed.

“We wanted to look for opportunities where we could be more efficient with our infrastructure,” said Burke. “Our business is highly cyclical, built around admissions and financial aid application deadlines. During those times, our activity tends to skyrocket because everyone — and I mean everyone — waits until the last minute to submit their applications. Naturally, we’d have to scale our infrastructure for these peaks, but there was no elasticity to it. It would cost us to have that infrastructure in place no matter the season.”

In this regard, the benefits of public cloud were clear. With the help of 11:11 and the industry-leading technology of Microsoft Azure, FolderWave would be able to scale its resources seamlessly, while retaining the expertise and resources of the 11:11 team. Today, all of FolderWave’s mission-critical cloud workloads are fully managed by 11:11, while leveraging one of the best and largest cloud platforms in the world — Microsoft Azure. With 11:11 and Azure, Burke was able to transform the company’s IT infrastructure and set it up for future growth and success.

“Our move to 11:11 Managed Cloud for Azure was centered around aligning our budgets and getting better instantaneous scale, but with it also came with a critical improvement in visibility. 11:11 delivers immensely effective visibility tools, metrics, and analytics that allow us to keep a finger on the pulse of our environment,” said Burke. “In a world where everything is last minute and you’re dealing with anxious students in the midst of making life-changing decisions, the impact of visibility is exponential. For example, maybe we’re seeing a peak higher than we expected. Now, we’re able to adapt in advance of it becoming a problem.”

“The decision to partner with a third-party vendor like 11:11 Systems was an important one. We knew our mission was to improve our ability to support students and their families, especially with the increasing options and challenges they face in a path to their educational and career future. That is why we hold 11:11 in such high regard. We’ve done great work together over the years and have developed a relationship that we consider to be a true partnership. The entire 11:11 team has really taken care of us. They provide exactly what we need, the right way. Their expertise has been game changing.”

Robert Burke, President, FolderWave



Managed Migration Made Easy

Of course, before FolderWave could reap the benefits of 11:11 Managed Cloud for Azure, it first had to get there.

While cloud migrations are never simple — often bringing unexpected results and unforeseen consequences — the 11:11 transition team alongside 11:11 Consulting Services helped scope FolderWave's requirements, designing a fully managed production environment on Azure. When the work was finished and the migration finally complete, Burke said he was grateful to have the 11:11 team along for the journey.

"We strive to deliver a tailored experience for each our customers, which means we have a lot of different applications running in different places. So, the migration process was a significant undertaking. It was predictably long, but the 11:11 team was there every step of the way," said Burke. "They did a fabulous job guiding us and applying their expertise, so that when we did finally flip the switch, our introduction to the Azure environment was a successful one."

He continued: "I think all the work and diligence that went into our partnership over the years paid dividends when the rubber finally hit the road."

From Burke's initial tour of the 11:11 facility all those years ago to the company's recent migration to its current implementation of 11:11 Managed Cloud for Azure, FolderWave has trusted 11:11 to clear the way for sustained innovation.

THE RESILIENT CLOUD PLATFORM



MODERNIZE



PROTECT



MANAGE