

Connectivity and Colocation Support Fast Growth—and Peace of Mind



Measures of Success:

- Ability to meet clients' highest standards for data access and security
- High-speed connectivity, including efficient use of the cloud
- Flexibility to serve diverse clients and scale as project volumes rise and fall
- A new hosting solution that's seamless and reliable

FRONTEO USA, Inc. provides end-to-end project management, litigation consulting and eDiscovery solutions for a global base of law firms and corporations. To meet customers' time-critical information needs, Chief Operating Officer David Wilner, requires connectivity and data center solutions that can handle hundreds of terabytes of data—reliably and at top speeds.

That's why, by 2013, Wilner could no longer tolerate the reliability issues he was having with the company's previous network provider at their legacy New York City data center location. In search of a better partner, Wilner's team chose Spectrum Enterprise. Unlike other providers who, Wilner felt, take little accountability for network reliability, he appreciated that—same as FRONTEO itself—Spectrum Enterprise offered a true end-to-end solution.

Seeking a better business model for the data center

FRONTEO's Spectrum Enterprise solution initially included high-speed fiber connectivity via Fiber Internet Access (FIA). Over time, Wilner upgraded bandwidth to keep pace with growing data volumes and increased use of cloud applications.

But while he added data centers across the country, Wilner continued to operate his main data center onsite at FRONTEO's New York City location. Then, just up the block from that office, Wilner recalls how "a manhole cover exploded with flames shooting out. That made us [realize] how... something that's completely out of our control can shut our business down." He decided to shift to an enterprise-class, off-premise data center solution. After evaluating other providers, Wilner again chose Spectrum Enterprise—specifically Navisite's® Colocation solution. This choice set the groundwork for FRONTEO to harness a fully on-net, single-provider solution for connectivity and hosting.

Today, FRONTEO's network solution includes

Client Profile:

- Company:** FRONTEO USA, Inc.
Industry: Litigation Consulting, eDiscovery and Project Management
Services: Ethernet Private Line (EPL), Fiber Internet Access (FIA), Navisite Colocation



David Wilner, Chief Operating Officer, FRONTEO USA, Inc.

"TWCBC (TWCBC is now Spectrum Enterprise) is... able to provide local 'hand-holding' and when-needed support. That is crucial to us in a partner."

—David Wilner

a 500 Mbps FIA circuit and three racks of server space inside Navisite’s data center in New York City. As one of the flagship data centers in Spectrum Enterprise’s network, the location offers cloud-ready architectures and ample space to support FRONTEO’s continued growth. A 1 Gbps Ethernet Private Line (EPL) connects the off-site data center to FRONTEO’s headquarters, where the existing FIA circuit offers 200 Mbps of symmetrical and reliable bandwidth.

Gaining physical security without losing speed

Wilner was confident in the robust physical security of Spectrum Enterprise’s SSAE-16 standardized Navisite data center as well as its support for industry-specific compliance standards, such as PCI. Still, he hoped the advantages of having a secure, reliable off-premise data center location wouldn’t compromise the processing speed he’d enjoyed while having all data onsite.

For example: although Wilner estimates that copying information from clients’ hard drives and DVDs contributes to a data volume of 50 to 100 terabytes a year at the New York City location alone, in-house processing speeds had been excellent, thanks to Spectrum Enterprise’s dedicated Fiber Internet Access. So, as part of the transition to Navisite’s off-site data center, he benchmarked the processing time using local servers. When he ran the same test from the off-site data center over Spectrum Enterprise’s 1 Gbps EPL circuit, according to Wilner, processing times matched local servers. “By moving our data into Navisite data center,” he concludes, “we get all the reliability and redundancy [without] losing any performance.”

Another measure of success: the transition from FRONTEO’s on-premise data center to Navisite’s data center was so seamless clients didn’t even realize a change had occurred—thanks to the strategic management of the transition by local Spectrum Enterprise engineering and operations teams.

Agility to address diverse clients’ needs and bursts in business volume

Wilner points out that the company’s diverse client base poses a considerable technology challenge. Some clients are eager for FRONTEO to use cloud solutions to enhance cost-efficiency, increase ease of access and enable simple resource scaling. Conversely, some clients prefer to leverage more traditional hosting solutions. “Being able to offer that flexibility is crucial,” says Wilner.

The flexibility of Spectrum Enterprise’s wholly-owned fiber network gives Wilner a competitive edge in the litigation market by being able to serve clients with such differing demands. In addition, scalability of the dedicated fiber bandwidth is essential in helping FRONTEO adapt to fluctuations in data volume. For example, when the project-based business is busier than usual, Wilner has the flexibility to add bandwidth rapidly. When the ‘demand bursts’ subside, he can then scale back to normal levels.

With the success of its clients’ litigation depending on fast, reliable access to information, FRONTEO stays ahead of the curve by leveraging an agile infrastructure. For its New York operations, Spectrum Enterprise’s fiber connectivity and Navisite data center continue to provide Wilner the resources—and the room—to grow. Bottom line, he says, “it’s a great relationship.”



Spectrum Enterprise’s connectivity and Navisite’s colocation solutions team seamlessly to provide FRONTEO the capacity and connectivity for cloud apps and huge data volume.

“The main benefit of our experience with TWCBC (TWCBC is now Spectrum Enterprise) is peace of mind, [giving] us constant and consistent access regardless of outside factors, plus scalability as the amount of data and our business continue to grow.”

—David Wilner

About Spectrum Enterprise

Spectrum Enterprise, a division of Charter Communications, is a national provider of scalable, fiber-based technology solutions serving many of America’s largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes Internet access, Ethernet access and networks, Voice and TV solutions extending to Managed IT solutions, including Application, Cloud Infrastructure and Managed Hosting Services offered by its affiliate, Navisite. Our industry-leading team of experts works closely with clients to achieve greater business success by providing these right fit solutions designed to meet their evolving needs. For more information, visit enterprise.spectrum.com.