LEASEWEB CUSTOMER CASE

UPSYSTEMS

How UpSystems Achieved Cost Savings, Faster Deployments, and Innovative Cloud Solutions.

> "Clients are at the heart of everything we do. Building genuine connections and embracing their vision is how we ensure they receive the best possible support and partnership."

- Raffaele Abbraccio, Partner & Chief Commercial Officer, UpSystems

The Customer

Founded in 2021 by Jean-Félix Laflamme, UpSystems has quickly grown to become a key player in IT services for small and medium-sized businesses in Quebec. With a focus on high-quality services and customer satisfaction, UpSystems prides itself on offering simple, comprehensive IT solutions that grow with its clients' needs.

In 2023, Raffaele Abbraccio joined UpSystems as a partner, bringing with him a shared vision for agility and client-centric service.

Raffaele and Jean-Félix had previously worked together in a large telecom IT firm, where they observed firsthand the shortcomings of large organizations—primarily the lack of

Raffaele Abbraccio

Jean-Félix Laflamme

Upsystems

Customer Summary:
Upsystem's mission is to help companies untangle the complex issues that always emerge during their digital evolution journey.

Industry:
Information Technology & Services

Founded:
2021

Headquarters:
Quebec, Canada

Size:
2-10 Employees

Products in this case study:
• Dedicated Servers & Public Cloud
• Global Low Latency Network

> We needed a partner who could deliver high-quality services at competitive prices. It wasn't just about finding a solution but also about building a long-lasting, trustworthy relationship with our provider.
>
> - Jean-Félix Laflamme, President, UpSystems

agility and the challenge of aligning the right people around a singular goal: serving clients effectively. Raffaele's expertise and aligned mindset helped accelerate UpSystems' growth by ensuring their approach remained client-centered.

The Challenge

When Jean-Félix founded UpSystems in 2021, his vision was clear: small and medium-sized businesses needed IT solutions that were straightforward, high-quality, and reasonably priced. The market was saturated with overpriced and overcomplicated services that failed to meet the evolving needs of businesses. By bringing Raffaele on board, UpSystems was able to double down on its mission of providing agile, client-focused solutions.

"There wasn't a complete solution out there that adapted to the client's needs," Jean-Félix recalls. **"Everything was either too complicated or too expensive, especially from the big providers."** UpSystems needed a partner that could deliver powerful, scalable solutions at a price point that made sense.

The Solution

UpSystems was faced with a critical need for a client solution, and after reaching out to Leaseweb, the team at Leaseweb responded with "exceptional speed and support." Our quick, effective response helped resolve their issue, marking the beginning of a strong partnership.

"Leaseweb's competitive pricing and unwavering support further solidified the decision to work together, fostering a relationship based on trust and shared goals," explained Jean-Félix. UpSystems started using Leaseweb's Dedicated Servers. Soon, they expanded their use to Leaseweb Public Cloud, utilizing a flexible solution that allowed them to test and grow with their client's needs while maintaining the high quality of service they promised. **"At first, there wasn't a specific need, but Leaseweb's pricing stood out. Why pay double with other competitors when we could get the same level of service for much less?"** Jean-Félix explains.

The Outcome

- **Up to 50% Cost Savings:** UpSystems saved up to 50% by using Leaseweb's Public Cloud and Dedicated Servers.
- **Faster Deployments:** Leaseweb Public Cloud reduced UpSystems' testing time by 3 months, speeding up client go-lives.
- **99.9% Uptime:** Minimal downtime with Leaseweb, ensures reliable service and fast issue resolution.
- **Collaborative Product Innovation:** UpSystems helped shape Leaseweb's Public Cloud features, benefiting from a tailored solution.

"What really stood out was the ability to move quickly. Normally, we would test cloud platforms for a year, but with Leaseweb, we were confident enough to push to production after just 9 months," Jean-Félix explains.
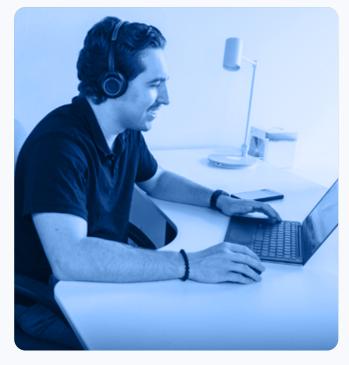
Innovation by Leaseweb

One key benefit UpSystems found when working with Leaseweb was the opportunity for collaboration. UpSystems didn't just use our Public Cloud; they played a part in improving it. By providing feedback during beta testing, they helped shape new features, such as custom images.

"The level of collaboration with Leaseweb has been fantastic. We provided feedback, and they listened. Seeing our suggestions implemented made us feel like we were building the future of cloud together," Jean-Félix says.

The Future

As UpSystems prepares for future growth, Leaseweb will continue to play a pivotal role in their operations. The company plans to shift even more clients to Public Cloud, particularly as they launch new service models that require flexible, scalable infrastructure.

Key Requirements

- **Cost-Effective Cloud Solution:** Delivering high-quality services at a competitive price.
- **Reliability:** Ensuring continuous service availability and quick issue resolution.
- **Collaboration and Flexibility:** Adapting to client feedback and evolving needs.

Our Solution

- **Collaboration and Flexibility:** Adapting to client feedback and evolving needs.
- **Reliable Uptime:** Zero service disruptions.
- **Collaborative Innovation:** UpSystems helped shaped Leaseweb's Public Cloud features.
- **24/7 Support:** Our team is available to support when issues arise.

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