

NexGen | Customer Story



NexGen needed system redundancy, failover, 24/7 monitoring, backups, and security to ensure maximum uptime and reliability of their website and software.

NexGen, founded in 2008, provides powerful online tools for title agents, lenders, and underwriters in the mortgage industry, connecting them with critical title insurance, recording fee, and settlement data to streamline many time-intensive jobs.

Developing a database

NexGen's two core products, TitleHound™ and TitleGuard™, draw from a robust database to accurately calculate rates, premiums, and other fees according to specific requests. The database is continuously updated with current industry rules, standards, rates, fees, data, and other pertinent information—guaranteeing the accuracy of calculations and estimates it provides on-demand. The services, as well as the delivery of information, are highly flexible and customizable to suit each individual client's needs.

The need for reliable IT

NexGen offers its clients robust services that depend on an equally robust platform. The company considered the prospect of building and supporting that platform in-house, but housing its own infrastructure would siphon time and resources away from the company's core capabilities.

"Our option was to hire a team of people and have a huge budget in addition to purchasing the hardware and software. That didn't seem like the efficient path to take," said Raffaele Lembo, software program manager for NexGen.

The real estate industry changes quickly, and NexGen needs the flexibility to scale its

infrastructure to meet current state of the market. As the market grows and contracts, NexGen's infrastructure must be able to grow without service interruptions to current clients, as well as to easily scale back to minimize excess overhead.

In addition, NexGen's clients rely on TitleGuard and TitleHound and expect the company to deliver on its uptime guarantee. Something as simple as running out of bandwidth or not having support to solve downtime issues translates into major problems.

NexGen needed a reliable, agile, and flexible solution for business essentials like infrastructure configuration, monitoring, maintenance, and redundancy, supported 24/7 by a team of professionals on which they could depend.

Partnering with professionals

NexGen chose SoftLayer Managed Hosting as the platform for its services, giving the company freedom to focus on its business interests without the burden and cost of purchasing, deploying, and managing its IT infrastructure.

SoftLayer's senior support team worked with NexGen to tailor a managed solution for NexGen's current business needs as

Industry

Mortgage/Real estate

Business Driver

Reliable infrastructure, built and maintained by professionals that allow the company to focus on core competencies.

Why SoftLayer, an IBM Company

SoftLayer Managed Hosting, enabled the company to focus on its business endeavors and not on implementing and maintaining IT infrastructure.

well as scalability options for growth in the future. With Managed Hosting, the company gets the automation advantage of the SoftLayer platform, expert planning, and support with 24/7 management of core services including database administration, security, monitoring, and backup and recovery. SoftLayer's industry-leading Service Level Agreements (SLAs) ensure NexGen of the highest uptime and assurance.

NexGen now receives notification of potential problems from its dedicated support team before serious issues arise. The company has anytime,

anywhere access to continuously updated performance metrics through the Customer Portal, complete with an easy-to-use Executive Dashboard. "The customer support has been amazing for us. We didn't have that before," said Mr. Lembo. "With SoftLayer Managed Hosting, most issues are resolved in about 15 minutes—oftentimes before I even knew there was a problem."

Since switching to a managed solution, NexGen has noticed a dramatic improvement in performance. Its environment has proven secure and reliable, allowing them to provide their

customers with the best experience possible. Managed Hosting is helping NexGen deliver its services, guarantee uptime, and continue to grow.

"SoftLayer is a fantastic business partner for us. The pieces of technology that were keeping me awake at night, don't keep me awake anymore because I know our system is being watched and monitored," said Cheri Shine, President. "I now have peace of mind and don't have to worry about our infrastructure."