

Instant Recovery on Demand by **CA**

**Company:** Mythos Technology, Inc.

**Founded:** 2004

**URL:** mythostech.com

**Employees:** Nine

**Key Market Verticals:** Financial, banking, construction and manufacturing

**Specializations:** Disaster recovery and data center services for community banks and credit unions

**Business Challenge:** Mythos tried out many disparate solutions over the years, resulting in numerous business inefficiencies and substantial time and financial costs.

**Solution:** Mythos partnered with Ingram Micro and implemented services from the distributor's Seismic portfolio including the Seismic IROD powered by CA Technologies Solution to offer customers a flexible array of managed IT services.

**Results and Customer Benefits:** Using the Seismic portfolio and its partnership with CA, Mythos grew sales and enhanced its services to varied customers. The result was greater profitability with increased revenue and reduced expenses.

### Mythos Technology Increases Revenues and Customer Value with Seismic and CA Technologies Partnership

When Mythos Technology set out to refine its IT services portfolio to meet the needs of its customers and attract new business prospects, the goal was three-fold: Enhance its services portfolio, optimize business efficiencies and employ a more flexible service infrastructure, which would enable the company to provide customized IT solutions and proactive IT service offerings.

One of the first steps in Mythos' transformation to a full-service managed service provider (MSP) was to engage its long-time distribution partner Ingram Micro and its Seismic sales team. "Out the gate, we implemented the hosted Seismic Professional

Services Automation (PSA) software to improve the management of our back-end processes and services workflow," says James Laszko, chief technology officer at Mythos. In addition, the MSP adopted the Seismic Remote Monitoring and Management (RMM) solution to reduce the on-site client hours required for its service engineers.

Over the ensuing months, Mythos began to utilize more and more of the Seismic portfolio, including the Seismic Instant Recovery on Demand (IROD) by CA Technologies, to help fuel its success in the banking and financial sector, particularly with clients possessing between two and 25 offices.

#### Customize Services Based on Specific Customer Needs

"One of our banking customers was spending thousands of dollars in overtime each week so their employees could complete all their Internet-centered work," says Laszko. "We used Seismic tools to troubleshoot, identify and remove the network bottlenecks that the customer didn't even know existed. The result was an unexpected, yet significant cost savings for the bank, both in the short and long term."

According to Laszko, business continuity remains a critical compliance need for financial firms, and Mythos is now empowered to address that need with ease using the Seismic IROD service powered by CA.

"Financial institutions are legally required to have disaster-recovery and business-continuity plans in place, and the suite of Seismic offerings from CA allows us to fulfill 100 percent of these regulatory compliance needs for our customers," says Laszko.

*"Partnering with Ingram Micro Seismic and CA allows us to utilize a variety of technologies that bring tremendous value and efficiency to our business, as well as our clients' business."*

— James Laszko, CTO,  
Mythos Technology, Inc.



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Stefani Laszko, director of sales and marketing at Mythos, adds that they have proof that the recovery solution works flawlessly, which has allowed the company to satisfy customer expectations while also accelerating Mythos's new business-development efforts.

"The level of service from Ingram Micro and CA has been phenomenal," she says. "We've deployed this solution in the real world in response to real-world failures, and yet our customers have lost nothing."

In one particular instance, Mythos received word that a client's building where the IROD solution was installed needed to completely power down.

"There was a lot at stake," James Laszko admits. "The client was a large financial firm with numerous monetary investments and compliance and regulatory standards to meet." To test IROD even further, Mythos did not notify any partners that the building was to lose power, thus creating a realistic disaster test. "The solution worked perfectly," he says, "and now we have a proven case study that we can tout to clients and prospects."

As part of its service level agreement, Mythos wrote and submitted a report detailing the power outage, the solution, how and why it worked, and what losses (if any) resulted. "The report was shared with our client and their compliance auditors, who were understandably ecstatic with the level of detail we were able to provide," says James Laszko.

"Seismic and CA really came through for us," say the Laszkos. "Everything we promised to potential customers, we were able to prove and validate. We've seen firsthand that these solutions do exactly what they promise. That's not only peace of mind, but that's money in the bank."

John LaCorte, senior director of MSP strategy at CA Technologies, states, "As a Seismic vendor, we're thrilled to team with fast-growth MSPs like Mythos and help them expand their services expertise and grow their footprint within key market verticals such as finance."

### Results and Customer Benefits

With Seismic, Mythos is also offering customers best-in-class managed security solutions, such as log and threat management, which address a critical need for Payment Card Industry (PCI) mandated banking clients. As with many other Ingram Micro Seismic offerings, Mythos is able to brand these services as its own, which fortifies the Mythos brand and strengthens its corporate identity.

Thanks to its growing partnership with Seismic and CA Technologies, Mythos has been able to accomplish its original business transformation goals and become a successful MSP.

"Partnering with Ingram Micro Seismic and vendors, including CA, allows us to utilize a variety of technologies that bring tremendous value and efficiency to our business, as well as to our clients' businesses," adds James Laszko. "Now, we can easily identify the particular solutions our customers need, explore them and put together a complete and customized solution. It's a great value proposition."

### Get Started Today

For more information about Ingram Micro Seismic Managed Services, visit [ingrammicro.com/seismic](http://ingrammicro.com/seismic), call the U.S. Ingram Micro Services team at (800) 705-7057 or e-mail [saleservices@ingrammicro.com](mailto:saleservices@ingrammicro.com).

For the Ingram Micro Services team in Canada, call (877) 755-5002 or e-mail [services@ingrammicro.ca](mailto:services@ingrammicro.ca).

