

Company Profile



HCSS
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Industry

Software development for the heavy construction industry

About HCSS

Construction software pioneer and leader. Since 1986, HCSS has been developing software to help construction companies streamline their operations. The company is recognized as a market pioneer and leader, serving thousands of construction companies across the US. HCSS continues to innovate, refine and expand its products as the industry evolves

The Challenge

To replace its private cloud with a hosting service provider, allowing for scale of its hosted solution

The Solution

Deploy HeavyBid and HeavyJob in the nGenx cloud environment as a testing ground for HCSS's full line of software

Key Benefits

- Ability to scale its hosted solution
- A fully automated customer management solution via the nGenx Control Panel
- Better processes for managing hosted customers
- Access to other third party applications which can be marketed to customers
- Strategic partnership with an experienced cloud company

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Josh McDonald, HCSS

Partner Success Story: HCSS

HCSS Finds Ideal Hosting Solution and Partner in nGenx

Setting the Stage for Change

Since its founding in 1986, HCSS has become a proven innovator in the construction software industry. HCSS has always sought to anticipate the needs of its customers, often providing solutions that changed how construction workers did their jobs. In 2009, the company again wanted to innovate, this time offering its applications in a cloud-based hosting environment.

Josh McDonald, manager of IT Solutions at HCSS, understood the cloud and chose to build an internal hosting solution. The HCSS IT staff had the necessary understanding of servers and infrastructure, and the team garnered the necessary Microsoft certifications en route to developing its solution. Its goal was to build a first-class customer experience. Once built, HCSS found a lot of success deploying both current and new customers into its cloud-based hosting environment.

The challenges came when it was time to scale the service. McDonald's team, along with its many other responsibilities, embraced the task of maintaining and expanding this environment. Yet, while his team was very competent, HCSS didn't have the necessary, in-house cloud expertise to support this complex solution, at least not to the very high standards demanded by HCSS.

At this juncture, HCSS realized it had to either grow, hire or outsource the cloud skill set it needed to support the offering. HCSS chose to outsource its cloud solution.

A Search of the Market Points to nGenx

HCSS evaluated several hosting providers – going deep into the sales process with each of them – before connecting with nGenx. In all cases, the team found the solutions "immature" and missing the mark for what HCSS wanted to achieve.

As the HCSS team continued its assessment of the marketplace, it was introduced to the nGenx solution. The team quickly realized it found its partner. "nGenx was the most mature solution and team we evaluated," said Josh McDonald, HCSS. "From the beginning, they understood what we needed to meet our goals, and they worked closely with us to develop the right cloud solution for our software."

Finding Success with nGenx

In 2012, HCSS completed the deployment of HeavyBid and HeavyJob into the nGenx cloud-based hosting environment; this was



ANY APP | ANY DEVICE | ANYWHERE.

Partner Success Story: HCSS

When HCSS discovered nGenx, it found:

- Flexibility and Creativity.
It was always about the best solution, not the one in the box
- A Service Company.
The nGenx team was available around the clock
- The Necessary Skill Set.
The nGenx team had a deep understanding of the cloud, and a staff of certified engineers
- An Eye to the Future.
nGenx sees that the cloud is constantly evolving. It has continued to reinvent itself and its solutions to keep up with the industry

phase one of the larger project which will ultimately bring the entire HCSS software line to the nGenx platform.

As part of the solution, the two companies worked together to fully automate the installation process, a first for nGenx. "We provision customers into the nGenx environment with no intervention from the nGenx staff," said McDonald. "Using the nGenx portal, we can seamlessly deploy or update customers based on our timeframes and our customers' needs."

The HCSS partnership with nGenx changed more than just the company's cloud environment. HCSS also embraced the process changes nGenx introduced. "The nGenx team has developed good processes, and by utilizing them, we have streamlined how we deploy customers into our own cloud," said McDonald.

After six months of providing its software in a hosted environment, HCSS is finding the solution to be very well received by customers:

- They appreciate money saved by deploying this solution
- It allows them to set a fixed, monthly expense for maintaining the software. They never have to find or invest capital in new servers or staff
- They are able to deploy the application in an enterprise-class environment that inherently includes data backup and redundancy

The solution also has allowed HCSS to target a smaller customer as the barriers to entry are lower for deploying the application in a hosted environment, vs. the traditional on-premise environment.

The Future is Now

HCSS continues to grow its customer base for its hosting solution for HeavyBid and HeavyJob. Dovetailing on that success, HCSS is now working with the nGenx team to deploy additional software titles as a hosted offering. The teams are also working to enable HCSS to market other third party applications hosted on the nGenx cloud environment.

About nGenx

Since its founding in 2000, nGenx has been a pioneer in the cloud computing industry, working with Microsoft, Citrix, Intuit and others to develop hosted IT applications provided through the cloud.

nGenx markets its solutions through a highly robust white label program supported by its nGenx Control Panel, a single pane-of-glass provisioning system that allows partners complete control over their customers.

nGenx operates a network of autonomous data centers, each approximately 100 miles apart, all connected by a highly available fiber-optic network. From these data centers, the company provides cloud computing solutions with inherent geographical diversity for its customers.

nGenx's cloud computing and IaaS solutions are SSAE 16 certified, assuring all nGenx customers that its processes and facilities are tested and secure.



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