

Success Story of Cloud Solution

Feb-2014

<p><u>Cloud Solution Type</u></p> <p>IaaS and PaaS</p>
<p><u>Case Study Title</u></p> <p>Fengqi.Asia helps a subscription based music service provider to reduce the OPEX by almost 85% cost yet providing even better customer service and support</p>
<p><u>Basic Information</u></p> <p>Company Name: Fengqi.Asia (operated by Cluster Technology Limited)</p> <p>Client Name: Soliton-Music</p> <p>Deployment Date: Jan-2013</p> <p>Web Site: http://www.soliton-music.com/</p>
<p><u>Introduction</u></p> <p>Soliton-Music is a subscription service available cross device and platform (iOS/Android phone, Smart TV, web browser and other portable devices) where music lovers have unlimited access to over 1.5 million Chinese, Western, Japanese, Korean songs - from Pop to Jazz, Rock, etc</p> <p>Hosting on Fengqi.asia helps Soliton-Music save more than 85% of the OPEX without compromising the SLA and the service quality.</p> <p>(e.g. Brief overview of the Cloud solution, areas of deployment of client, deployment model (private/public/hybrid/community), migration from an existing system (if applicable), interface with an external party (if applicable), etc.)</p>
<p><u>Experience Sharing</u></p> <p>Quality of Services is always the top priority of Soliton-Music. Its customers cannot tolerate downtime nor high latency as it affects the quality of the service and their enjoyment of the music. Before going for Fengqi.Asia, Soliton-Music used the service offered by an international managed hosting and cloud service provider in Hong Kong as it provides 7 x 24 support which is critical to its business.</p> <p>Fengqi.asia helped Soliton-Music to migrate its infrastructure and also provides network and system monitoring tools so that Soliton-Music is always aware of the resources utilisation as well as the status of its infrastructure any time. 7 x 24 local support is provided and Soliton-Music is very pleased with the support quality and response time.</p> <p>(e.g. Challenges and opportunities that client was facing, how the Cloud solution helped the client face the challenges and explore the opportunities, benefits achieved, return on investment, factors that contribute to the successful implementation of the Cloud solution with particular reference to the interoperability and portability issues (if applicable), etc.)</p>

Practical Tips

Tips – 7 x 24 technical support is included:

Some service providers claim they provide 7 x 24 support and charge for a premium for that. However, for Fengqi.asia, 7 x 24 local high quality support (in Mandarin, English, and Cantonese) is included with our cloud service. Why bother to pay a premium to other service provider for something which is offered as a standard service of Fengqi.asia.

(e.g. How to maximize the benefits of Cloud solution, implementation considerations, operation / management advice, etc.)

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