For Blue Hill, Delta Computer Group Is a Premier Partner

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Since its inception in 1994, Blue Hill has been on a path of steady growth. The company is a multi-platform data center outsourcing services provider, supporting mainframe, mid-range and open systems computing platforms from its on-shore service centers in Pearl River, New York and Branchburg, New Jersey. Blue Hill also provides dedicated disaster recovery solutions.

According to Blue Hill Managing Director and Chief Operating Officer John M. Lalli, the company credits its success to a few key factors. The company invested and attracted the best team of Information Technology (IT) professionals in the data center outsourcing space. It built the highest degree of robust, fault-tolerant infrastructure. And, it gained the ability to support all computing platforms in the managed hosting space from an operational, technical services, networking, and related services component position. When combined, these achievements enable Blue Hill to consistently deliver a reliable 24 x 7 service for its customers' mission-critical business systems. Lalli also cites one of its premier teaming partners – Delta Computer Group – as being essential to the company's business growth, success and customer satisfaction.

"Delta is one of our primary and key partners in the support of both our client base and new business growth," said Lalli. "By providing extremely responsive services to our data center maintenance needs, ensuring 100% performance on all customer service level agreements, delivering equipment that responds to the custom configuration details required by our customer profiles, and participating as part of our transition team for all new business wins and migration implementations to our data center facilities, Delta has proven a vital resource to our organization," added Lalli.

Delta plays a key role in Blue Hill's migration projects, migrating new business from the customer data center to the Blue Hill data center. The detailed migration project plan, which is reliant on critical timing milestone steps, requires the close coordination and pre-staging of temporary and/or additional equipment at customer locations, as well as the Blue Hill data center sites. It demands an extremely high level of responsiveness and performance which Delta delivers.

The relationship between Blue Hill and Delta has progressed since the early '90s. What initially began as a role in the maintenance of equipment has since evolved to encompass both system maintenance and the procurement of certified computing and peripheral equipment. Currently, Delta is Blue Hill's premier maintenance services provider for all equipment in Blue Hill Data Centers.

"Delta is the top computing maintenance services provider in the industry today," stated Lalli. "Delta supports all brands and 'flavors' of computing equipment. They are 'manufacturer-agnostic'. This includes equipment ranging from IBM, HP, STK and EMC to all of the non-U.S. manufactured equipment. For us, it is 'one-stop' shopping."

Blue Hill also values the caliber of staff Delta employs, believing the company's field service engineers and technicians to have "above the norm" knowledge and expertise which ensures the highest levels of efficiency, cost and accountability. This "above the norm" performance has been proven on many occasions including those reaching potential disaster proportions such as two major weather-related incidents. In both the October 2011 Nor-Easter and 2011's infamous Hurricane Irene, Blue Hill reported "no impact." When asked, *what contributed to the no impact status*, Lalli explained, "We credit the no impact status to pro-active experienced planning by the Blue Hill Team, our key equipment partner, Delta, our facilities and environmental reinforcements, led by Delta, who had customer engineers on site throughout both of those major weather events."

He further noted that Delta's staff worked closely and helped coordinate with the different facility-related vendors (i.e., generators, UPS, HVAC) to ensure all computing equipment continued functioning perfectly in support of Blue Hill's customer processing, even pro-actively anticipating and handling certain maintenance checks to ensure optimal performance of equipment.

It's no coincidence why Blue Hill's business has grown through customer referrals, high credibility and a proven track record in the marketplace. Once solely a provider of mainframe hosting for direct marketing and software development companies, Blue Hill now provides fully-managed hosting services for all major industry vertical markets and on all computing platforms. The company is also on the leading-edge introducing new, innovative technical capabilities to deliver enhanced cost efficiencies and service capabilities. For example, Blue Hill offers a high degree of virtualization process offerings and on-demand 'cloud' computing offerings on a platform.

Blue Hill's customers can be found within the financial services, insurance, government, higher education, healthcare/pharmaceuticals, manufacturing/distribution, transportation/logistics, media/publishing, technology and direct marketing, among other verticals. Approximately 31 % of Blue Hill's clientele are in regulated industries such as finance, insurance, healthcare and government for which certifications and capabilities for reliable, secure IT operations are mandated.

Blue Hill is also compliant with SSAE 16 Type 2 Standards and has successfully obtained a Type 2 SSAE 16 SOC 1 for its facility in Pearl River, NY. Type 2 SSAE 16 SOC 1 provides better alignment with international standards and requires a written assertion from management on the design and operating effectiveness of the data center controls.

Clearly, Blue Hill is charting an aggressive growth course and Delta Computer Group is key to supporting this priority. "Our relationship with Delta has proven vital to Blue Hill's growth and ongoing services delivery performance resulting in 100% customer satisfaction, critical to building our business," said Lalli.

Delta Computer Group, founded in 1990 as a computer maintenance firm, has since evolved and grown to become a premier full-service provider of leading edge Information Technology and support services. Delta Computer Group has expanded on all fronts – broader IT offerings, facilities and inventory, geographical territories and diverse industry experience. Its IT system specialist's expertise and core competencies reflect multiple and cross-platform proficiency, cutting-edge network and Internet/Intranet/Extranet solutions and converging voice, data, e-solutions, and cutting edge video communications and streaming implementations. Visit www.deltacomputergroup.com to learn more.

About Blue Hill Data Services
Blue Hill Data Services helps customers reduce their operating costs and minimize risk by providing fully managed on-shore data center solutions. Our world-class facilities, highly skilled and experienced staff, and reliable 24x7 services have supported customers worldwide and from all industries since 1994. Blue Hill specializes in mainframe, open systems, and AS/400 iSeries managed hosting services and dedicated Disaster Recovery solutions. Our differentiation is providing customized yet flexible SLAs and contracts that enable customers to work in the manner they choose, delivering total end-to-end support or specific functions as required. We are proud our customer retention is 100%. Visit www.BlueHillData.com to learn more.