

**Case Study:**

## RewardStream: Delivers with Secure Linux-based Solution

By utilizing a unique blend of technology and marketing best practices, RewardStream specializes in the design, deployment, and delivery of rewards-based direct marketing programs for fortune-class companies. To RewardStream, maintaining the highest levels of security and accessibility is essential to support continued growth while meeting the needs of clients in the financial services, insurance, telecommunications, health care, manufacturing, and retail sectors.

A key business decision was made to outsource all internal IT functions to Fusepoint Managed Services, allowing RewardStream staff to continue to focus on their core business drivers – product development and client service. Consequently, RewardStream relied exclusively on Fusepoint to complete a challenging network migration from Solaris to Linux, ultimately delivering a newly-constructed Linux-based managed service solution that would provide an extra layer of “hardened” security while doubling as a built-in disaster recovery solution.

Working in close collaboration, Fusepoint created a customized IT solution to meet RewardStream’s stringent security, scalability and uptime requirements. The network was redesigned and rebuilt in an open source environment - giving RewardStream added stability and the comfort to run their applications and database on active standby (if ever needed) as each layer of the solution is now redundant. Overall network performance has been improved by load balancing both Web and application functionality, and RewardStream’s customers now benefit from the ability to choose between dedicated or shared hosting options, depending on their needs.

### Objectives:

- Migrate network infrastructure and applications from Solaris to Linux
- Create and manage a secure, scalable and highly reliable managed services IT solution to support the reward management needs of companies using RewardStream’s technology and services

### Strategic Approach:

- Migrate, host and manage RewardStream’s entire IT business infrastructure
- Collaborate with RewardStream to design a fully managed Linux-based IT solution, including managed web servers, database server, virtual private network, firewall, performance-based load balancing, intrusion detection, data back-up, and monitoring

- Support RewardStream’s critical business infrastructure and limited IT staff with 24X7 technical support

### Results:

- Seamless network migration to Fusepoint’s state-of-the-art data centre
- Customized, fully managed IT infrastructure to support RewardStream’s rapidly expanding customer base
- Maximized return on IT investment
- Enables RewardStream technical staff to focus on core R&D activities

To find out more, please visit our Web site at:  
**[www.fusepoint.com](http://www.fusepoint.com) or call 1.877.387.3764**



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### What RewardStream had to say

“A key business decision was made to outsource all internal IT functionality to Fusepoint, allowing RewardStream staff to continue to focus on our core business drivers – product development and client service. With Fusepoint’s help, our move to a Linux-based solution will further improve system reliability while reducing operational costs.”

**Blair Whelan,**  
Chief Technology Officer,  
RewardStream