Decisive™
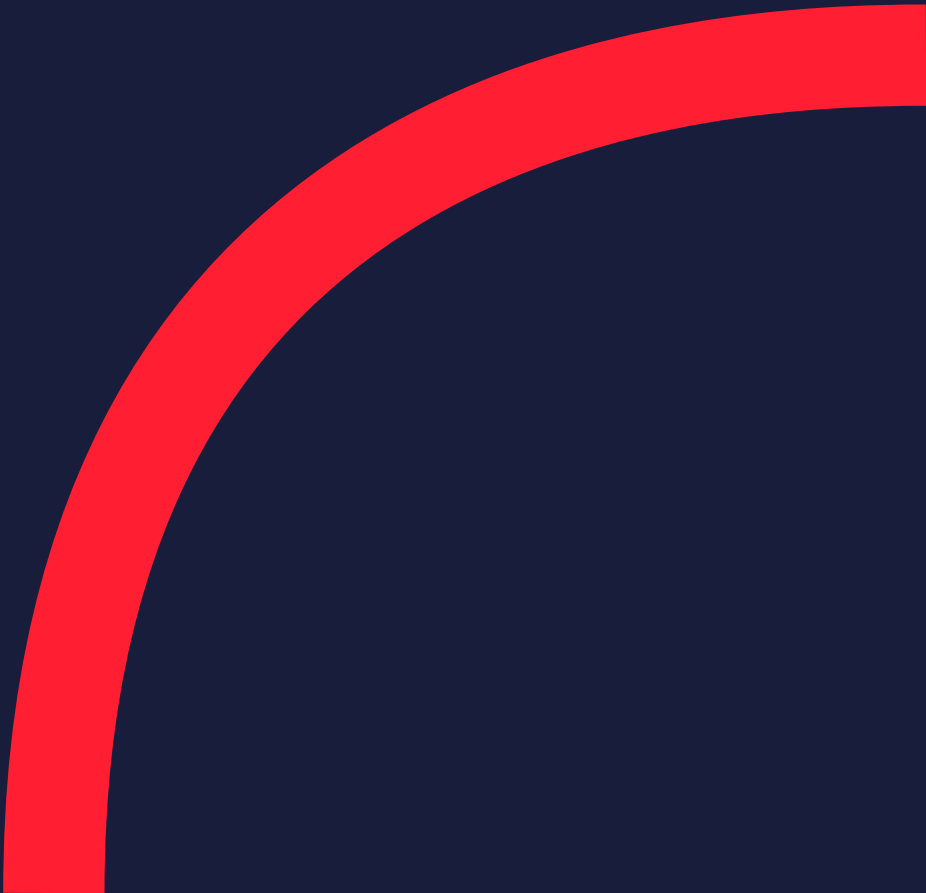
Making the team.

When the National Hockey League's Ottawa Senators needed a better data storage solution, it turned to Decisive. Over several years, Decisive has proven itself to be a great team player with the skills, attitude, and solutions that have allowed it to fill a much bigger role.

Decisive™

Making the team.

By providing great advice and stepping up to additional challenges, Decisive has expanded its role to become the organization's comprehensive data management provider.

Data demands beyond the norm.

It's a truism that every enterprise is unique; that every organization has data management and security issues that differ to some extent. A professional sports franchise, however, has truly distinctive data demands.

While the actual "business" is relatively small—the players themselves, their coaches and trainers, and the front office personnel—the data related to player performance, injuries, prospect scouting, etc., play a huge role. What's more, because teams are constantly travelling, network endpoints are always fluid, and then there's the team's home venue, which in addition to home games might be playing host to a rock concert or monster truck rally on any given day.

"I have to deal with 20,000 strangers in our building on a regular basis," says Darren Just, IT Director for the Ottawa Senators, the National Hockey League franchise that plays out of the multi-purpose Canadian Tire Centre.

It's a data environment like no other.

Decisive began working within that environment to provide data storage and cloud replication but has now expanded well beyond those basic needs.

Stepping up to the challenge.

The team's senior management began to focus more on data security around 2016, and the organization went to another outside supplier to establish a security information and event management (SIEM) system. Over time, it became apparent the SIEM wasn't as effective as was hoped, and Just turned to Decisive for a more comprehensive, integrated solution.

Decisive had already positioned itself as a vendor that could be counted on to go beyond what was expected. As Just recalls, Decisive was there to answer questions he had regarding his SIEM issues.

"There was a big learning curve when the SIEM came in," says Just, "and I asked them various questions about my endpoints that they were able to provide insight on.

—— **"I have a lot of comfort that I have an organization that can really respond to my needs."**

Darren Just, IT Director

Then I realized I needed more management around our firewall, and Decisive was able to step up and provide a solution again."

The ability to problem solve, and truly add value to their customer's data management needs, led Just to recommend extending Decisive's engagement with the Senators.

"Now, we're discussing vulnerability assessment," says Just. "We're starting to have discussions around how we create a more consultative arrangement with them so we can talk about problems and identify any potential gaps I have. They listen to what I need to accomplish and develop solutions quickly. They really lean into managed practice, so I have a lot of comfort that I have an organization that can really respond to my needs."

Going beyond what's expected.

Beyond the quality of the technology that Decisive brings to the game, the company also distinguishes itself through its ability to understand the big picture and an attitude that has impressed Just time and time again.

"You need to work with a partner that recognizes and understands what you need," says Just. "Knowing them from their younger days, when they were just a small group of people, and seeing how they have built our data centre, that is where I developed a lot of confidence in them."

Just says he particularly appreciates the value Decisive brings in proffering recommendations based on what the company sees beyond just the Senators organization.

"They point things out that I don't realize yet," he says. "They raise their hands and say, 'Maybe you should have a look at this.' They work with a lot of good customers, so I'll frequently ask them when we need to solve a problem. It's always, 'Let's get the smart people on a call here and figure this out.' I get the benefit of what they've learned elsewhere."

 Another element Just appreciates is the way Decisive generates reports to help him make the business case to senior management for network improvements.

"They've been great working with me to put reports in a format that I can put in front of non-technical people. They've been able to show what it is we can prevent, and the risks that we avoid by making key investments."

What's more, says Just, he's been impressed that the company puts problem solving ahead of bureaucracy.

"Decisive always seems less concerned about nailing down the financial part of a proposal than in getting to how to solve the problem, what people do they need to put on the problem, how can we get creative? I know they'll figure the costs out in the end, but they never put that type of pressure on you. It's always, solve the problem first."

Over the course of doing business with Decisive, Just says he's had numerous situations where he's had to call with data-related concerns.

"They never say, 'That's outside the scope of what we do.' In that regard, they truly partner with us. They treat our business like it's their business. They just understand us."

> "Decisive truly partners with us. They treat our business like it's their business. They just understand us."

Darren Just, IT Director

Enterprise IT. Customized for you.

Decisive Group designs, builds, and maintains enterprise IT infrastructure and hybrid cloud, as well as managing and protecting data.

We engage with customers through our hands-on approach, providing guidance and highly personalized service. Solutions-driven, we partner with the world's leading providers of standards-based hardware, software, networking, security, and cloud products with one aim: to optimize processes and improve outcomes for medium and large enterprises.

In 2001, Decisive Technologies was founded as a professional services company in Canada's National Capital Region, and we began offering data centre solutions in 2010. We expanded our offerings in 2013 with the addition of BriteSky Technologies, which originally focused on cloud storage, and in 2021, the companies amalgamated their products and services under the Decisive Group banner.

How to contact us

📞 1 (855) 336-3700

✉️ inquiry@decisivegroup.com

📍 118 Iber Road, Suite 105, Ottawa, ON K2S 1E9