

# Ensuring Mission-Critical Uptime: How Xigent Supports Aerostar's Success

## Highlights

### Client



- ▶ Industry: Aerospace & Defense
- ▶ Headquarters: Sioux Falls, SD

### Challenge

Upon being sold in 2022, Aerostar needed to establish infrastructure as a standalone organization. The company explored various options, including internal management or hiring staff, before finding Xigent as the ideal partner.

### Solution

Xigent assisted Aerostar in setting up Infrastructure as a Service (IaaS) and Disaster Recovery as a Service (DRaaS), which have become instrumental to their operations and critical services.

### Result

The collaboration between Aerostar and Xigent has yielded numerous positive results, significantly improving Aerostar's operational efficiency, reliability, and overall business success.

## The Challenge

Following its sale in 2022, Aerostar needed to establish a resilient and reliable infrastructure to support its standalone operations as an aerospace and defense contractor. The company, specializing in intelligence, surveillance, and reconnaissance missions for the U.S. military, government partners, and commercial endeavors, had to ensure that its new infrastructure could meet the high demands of its critical services.

Aerostar explored various options for setting up this infrastructure, including managing it internally with a dedicated staff or hiring an external partner. After considering several alternatives, Aerostar discovered Xigent as the ideal partner to help define its future and establish the necessary infrastructure.

Given the mission-critical nature of its operations, Aerostar could not afford to have its systems offline for extended periods due to outages or disruptions. The company's radar systems and balloon platforms are integral to providing situational awareness and supporting disaster relief efforts, making it essential that these systems remain operational at all times.

Furthermore, any downtime could result in lost opportunities, missed deadlines, and potential damage to Aerostar's reputation as a reliable partner in the aerospace and defense industry. These concerns underscored the urgency of addressing Aerostar's infrastructure challenges and finding a suitable solution that would enable the company to meet its business goals while maintaining the high levels of system availability and reliability required for its mission-critical operations.

**“We have missions underway, 24/7. If the data center were to go down and we were to lose access to the balloons, the missions that are in progress would fail”**  
– **Brian Matherly, Director of IT & Facilities Aerostar**

## The Solution

Xigent worked closely with Aerostar to develop and implement a tailored solution that addressed the company's unique needs. The primary components of this solution included Infrastructure as a Service (IaaS) and Disaster Recovery as a Service (DRaaS). These services enabled Aerostar to maintain high levels of availability and reliability for its critical systems, ensuring continuous operation even during disruptions or disasters.

**Infrastructure as a Service (IaaS):** Xigent's IaaS offering provided Aerostar with scalable and flexible computing resources, including servers, storage, and networking components. This allowed Aerostar to quickly scale up its infrastructure to meet the demands of its growing business while also benefiting from cost savings by only paying for the resources it used.

**Disaster Recovery as a Service (DRaaS):** To ensure business continuity in case of disruptions, Xigent implemented a DRaaS solution for Aerostar. This involved continuous replication and orchestration of critical systems to a geographically diverse secondary data center. By doing so, Xigent enabled Aerostar to achieve rapid recovery times and minimal downtime in the event of a disaster or outage.

Besides IaaS and DRaaS, Aerostar also leveraged other services provided by Xigent, such as purchasing assistance, expert advice, and problem-solving support. These additional services helped Aerostar make informed decisions about its infrastructure and maximize its benefits from its partnership with Xigent.

“Xigent helped us to establish our infrastructure as a service, as well as disaster recovery as a service, those have been instrumental into how we do our business... Xigent provides Results Driven IT for Aerostar to help us to connect, protect, and save lives”

- Jim Nelson, President Aerostar

## The Result

The collaboration between Aerostar and Xigent has significantly improved Aerostar's operational efficiency, reliability, and overall business success. With Xigent's IaaS and DRaaS solutions, Aerostar has gained confidence in its infrastructure's ability to withstand disruptions and maintain high availability. This reliability minimizes risks such as productivity loss, missed business opportunities, or data loss, ensuring critical systems remain online and accessible. Aerostar's team members rely on these services to maximize operational efficiency and maintain business continuity.

One of Aerostar's key products, the Thunderstorm balloon navigation modeling and piloting software, relies on Xigent's IaaS for quick spin-up, spin-down, and disaster response. This safeguards the continuous operation of high-altitude balloons that support various missions worldwide. The 24/7 uptime provided by Xigent's services enables Aerostar to meet customer expectations and maintain safe flight systems. During the transition to Xigent's infrastructure, Aerostar prioritized maintaining operational continuity and successfully migrated operations without any downtime. Xigent's DRaaS solution has further built confidence by routinely testing and validating disaster recovery plans.

Additionally, leveraging Xigent's managed services has resulted in significant cost savings and access to expert guidance. Aerostar benefits from lower capital expenditure (capex) and more predictable operational expenditure (opex). Xigent's team of experts helps solve challenging problems and offers valuable insights as Aerostar continues to evolve and grow. Xigent is committed to being an engaged and invested partner in Aerostar's success, actively working to connect, protect, and save lives through tailored IT solutions.

## Resilient & Scalable Infrastructure Solutions

Don't let infrastructure challenges prevent your organization from reaching its full potential. Partner with Xigent today and experience the transformative power of our customized IaaS, DRaaS, and other managed services. Together, we'll fortify your operational efficiency, reliability, and business continuity – enabling you to safeguard critical operations and capitalize on new opportunities. Call [800-298-9543](tel:800-298-9543) to connect with an expert at today! Or visit [www.xigentsolutions.com](http://www.xigentsolutions.com) to learn more.