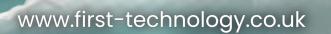# Customer
Success Story

Optimising Data Infrastructure

How Principa embraced a hybrid-cloud environment to enhance efficiency and drive innovation

Principa

Customer Challenge

Principa, a leader in data analytics, software, and consulting, delivers powerful data-driven solutions across the customer lifecycle. Founded in 1999, the company has successfully completed over 2,000 analytics projects for 150+ clients spanning 30 countries across Africa, the Middle East, and Europe.

As Principa grew, its digital infrastructure struggled to keep pace, draining IT resources with constant operational firefighting. This left little room for the team to focus on proactive investments or strategic goals. Managing the day-to-day was holding Principa back. They knew their IT infrastructure needed to evolve so they could focus on high-priority objectives and innovative growth. The team sought a partner to help reduce operational inefficiencies, free up internal resources, and build a foundation for sustainable innovation.

The Solution

Tailored Hybrid-Cloud Solution
First Technology partnered with Principa to modernise its infrastructure with a hybrid-cloud environment.

Swift Infrastructure Setup
In just a few weeks, the on-premises infrastructure was relocated, high-speed and secure network connectivity was established, and five-nines uptime availability was provided.

Seamless Operations with IaaS and SaaS
Principa now operates smoothly with their system powered by First Technology's IaaS and SaaS solutions.

> "Everything happened according to plan. First Technology fulfilled every single one of our requirements, within budget and on time. In a nutshell, they did exactly what they said they would. In my experience, that is something that is surprisingly rare."
>
> Jaco Rossouw, Chief Executive Officer at Principa

The Results

Significant Cost Savings
The improvements led to annual cost savings of £25,000 through enhanced efficiencies.

Reliable Infrastructure for Critical Initiatives
A robust infrastructure now supports critical initiatives with resilience to growing demands.

Streamlined Workflows
Freeing up time to allow the IT team to focus on innovation and strategic goals.