

CYSO cuts operational costs with domain name portfolio transfer to Realtime Register

Careful preparations and well executed plan proved to be successful for CYSO

Business and Partner Summary

Based in the Netherlands in a city nearby Amsterdam, Cyso is a leading managed service provider that offers: managed internet services, platforms and infrastructure for the corporate market. Cyso provides custom solutions and management for complex, business critical platforms and applications. Their customer portfolio covers: financial institutions, IT professionals, internet service providers, government agencies and software vendors. Since their start in 1997, the people of Cyso are strong believers in working closely with their customers and partners. By achieving partnerships with their suppliers, Cyso is able to lift its services to a higher level. Keywords describing Cyso best are: professionalism, experience, high quality solutions, accessibility and flexibility.

Business Challenge

Over the years Cyso dealt with an increasing number of registrars to register domains on behalf of their clients. At the same time Cyso wanted to automate their domain registration process as much as possible. Each of their suppliers at that time used its own system. The consequence for Cyso was that the company had to implement and maintain a variety of interfaces. This would have led to high purchase and maintenance costs for the domain name related business of Cyso.

Solution

The people behind Realtime Register had already been working with Cyso in other areas. The challenges Cyso were facing were discussed in detail with the Realtime Register staff. Realtime Register was able to offer an API with extensive functionality combined with a unified contact handle system. Cyso was offered the opportunity to get to know the system. After a few domain name registrations and transfers it was clear to the management of Cyso that the Realtime Register platform was outperforming the competition.

Next the domain name portfolio of Cyso was analyzed by the Realtime Register staff. At the time Cyso's domain name portfolio consisted of over 4,000 .NL registrations and 2,500 other domains, divided over a number of TLD's. The other TLD's were generic as well as Country Code, each with its own particular challenges.

Based on this analyses, Realtime Register presented a clear and step-by-step plan to transfer the portfolio to Realtime Register. After the plan was accepted by Cyso, the transfer processes were scheduled and initiated. The complete transition was done with hardly any effort required by Cyso. The direct communication between both parties proved to be very effective. Just a phone call to the service desk (speaking English as well as Dutch) was sufficient to solve any minor issue that came up during this process.



benefits

- ✓ Efficient communication
- ✓ Carefree transfer to new registrar
- ✓ Reducing costs of system support
- ✓ Reducing domain name purchase costs

"Cyso wanted fewer suppliers in order to reduce the maintenance costs. After a few domain registrations it was clear to us that the Realtime Register product is better than the competition. The possibility to make large-scale bulk changes to domain registrations was tailor cut for us. The migration of the Cyso domain portfolio was handled flawlessly by Realtime Register."



Sven Visser, B.Sc.

- Commercial Director CYSO