

U-Rack IT + Lightpath: A Winning Combo for Reliable Data Center Solutions

Overview

Located in Massapequa, NY, U-Rack IT is a provider of advanced data center solutions from server hosting and maintenance to disaster recovery and data replication, all tailored to meet the unique needs of businesses who need high reliability. Founded by George Kaylor, a seasoned IT professional with three decades of experience, their high-security environment guarantees the utmost protection, while their dedicated team and advanced technologies provide constant monitoring.

Unlike many traditional IT service providers who adopt a reactive approach, U-Rack IT has prioritized a proactive “thinking outside the box” management methodology. They go beyond what is required by industry standards, such as 6-level backup, whereas the standard is 3, with initiatives to grow to 8-12-level backup. U-Rack IT invests in technologies such as AI monitoring and solutions that support the highest levels of reliability and not only defend against cyberattacks but also allow them to restore services more quickly should a breach occur. This shift has been integral to their success, particularly in an industry where the pace of change is relentless, and the risk of cyber threats is ever-present.

Embracing new technologies, including artificial intelligence (AI), for enhanced security and automation, U-Rack IT has managed to stay ahead of the curve and safeguard its clients. This proactive and comprehensive approach to security, combined with an evolving backup strategy (including six levels of backup), gives U-Rack IT a competitive edge in providing reliability for its clients.

The Challenges

Kaylor values Lightpath’s exceptional uptime and consistent speeds, calling it **“the most reliable service he’s ever used.”** This reliability is crucial for U-Rack IT’s operations, where downtime or additional latency is not an option.

Scalability is also crucial for U-Rack IT’s growing business. As the company expands, so do its bandwidth needs. With Lightpath’s scalable solutions, U-Rack IT has the flexibility to easily upgrade bandwidth or add services like Lightpath point-to-point E-lines and LP DDoS Shield protection, allowing the company to deliver reliable service and stay ahead of customer demands.

Kaylor notes that one of the standout features of Lightpath is its ability to be a trusted strategic network partner. The depth of expertise across the Lightpath organization — from sales to technical teams—to ongoing customer support— ensures U-Rack IT can provide high levels of service to evolve and grow. Notes Kaylor, “They take their time to do it right.”

The continued expansion of Lightpath’s infrastructure also plays an important role in supporting U-Rack IT as it also expands its client base. This is particularly valuable in newer markets like Miami, where Lightpath’s expansion can make a noticeable difference in performance for U-Rack IT’s clients.



Location: Massapequa, NY

Industry: Data Center

Solutions Used:

- E-Lines
- Internet
- LP DDoS Shield

The Solution

Lightpath has delivered tangible, measurable benefits that directly benefit the U-Rack IT business. One of the most significant is improved uptime and operational efficiency. "Clients of U-Rack IT now experience more reliable service, thanks to Lightpath's high-performance fiber connectivity," states Kaylor, "making U-Rack IT a more dependable partner for its clients.

Lightpath has helped U-Rack IT achieve the **flexibility and scalability** needed to meet the evolving needs of the company's clients. They can quickly adjust to client demands by implementing higher bandwidth connectivity or additional services, enabling businesses to focus on growth without worrying about infrastructure limitations. Moreover, Lightpath's wide range of customizable services, such as 1 Gbps Internet, point-to-point E-lines, and DDoS Shield, can be customized to suit the unique requirements of U-Rack IT's diverse client base.

Security has also been strengthened through Lightpath's **LP DDoS Shield** protection. With these advanced security measures in place, U-Rack IT can be confident that its infrastructure and clients are well-protected from DDoS cyber threats, helping them to deliver enhanced security in a digital landscape increasingly vulnerable to attacks

The Outcome

U-Rack IT depends on the quick and practical expertise and support that Lightpath's sales and technical teams provide. The strong relationships between U-Rack IT and Lightpath's teams are evident in the expertise and smooth communication and collaboration across departments—from sales to technicians to customer support, Lightpath's staff ensures that every installation is done correctly and promptly, fostering a sense of trust and reliability.

Kaylor consistently cites the personalized service from Lightpath as one of the key reasons for the partnership's success. Lightpath takes a consultative approach, working closely with U-Rack IT to understand its specific needs and recommend solutions. Unlike many providers who push irrelevant products, Lightpath's team offers tailored advice that aligns with U-Rack IT's objectives.

The installation process itself has also been impressively efficient. In just 45 days, Lightpath was able to connect fiber to U-Rack IT's building—a timeframe Kaylor describes as "phenomenal" compared to competitors who would have taken months. Additionally, Lightpath's customer portal provides U-Rack IT with the tools needed to manage and monitor services, helping Kaylor and his team stay on top of performance and ensure everything runs smoothly.

Lightpath's **highly responsive support** further enhances this collaboration. Whenever Kaylor's team reaches out with questions or issues, Lightpath quickly answers and resolves concerns, making them a highly reliable partner. "I particularly value the human side of Lightpath's service. Unlike many other vendors, Lightpath's staff always answers the phone and provides real-time solutions, ensuring that issues are resolved without delays," states Kaylor.

Future Evolution

As the IT landscape continues to evolve, U-Rack IT remains committed to staying ahead of emerging trends and potential threats. The partnership with Lightpath plays a pivotal role in this strategy. With Lightpath's expanding network and focus on innovation, U-Rack IT is well-positioned for growth in new markets, such as Miami and other parts of the South, where Lightpath's lower-latency connections offer a competitive edge. Kaylor's advice to others is to "be straight with your Lightpath Sales rep so they can help you. Lightpath is very knowledgeable and has people with expertise to step in where needed."

Looking ahead, George anticipates more opportunities for growth, especially in regions where Lightpath's expanding infrastructure will allow U-Rack IT to provide high-performance solutions to clients. Most recently, they have expanded their offerings to include penetration testing services to strengthen cybersecurity for businesses, as well as a recording studio for podcasts and media production.

As the business continues to scale, the ability to offer innovative, flexible, low-latency connectivity solutions will be crucial in meeting the ever-changing demands of U-Rack IT's customers. The partnership with Lightpath remains a key driver of U-Rack IT's success and ongoing evolution in the marketplace.

To learn more about how Lightpath can help your organization drive innovation, reliability, and success, visit lightpathfiber.com or call 877-544-4872 today.