

MOSAIC TILE CASE STUDY

From Weekend Fire Drills
to Seamless Cloud Operations with EstesGroup

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BACKGROUND

Founded in 1972, Mosaic Tile has grown into one of the largest independent tile distributors in the Mid-Atlantic, with more than 150 professionals across 10 locations. Mosaic is known for delivering exceptional materials, concierge-style design services, and seamless project support.

Behind the elegant showrooms and design centers, Mosaic's IT infrastructure needed to be just as reliable, flexible, and service-driven. Mosaic explored cloud options, but many providers offered a "black box" model with limited visibility. EstesGroup stood out by combining enterprise-grade infrastructure with transparency and control.

CLOUD EXCELLENCE

Like many mid-sized enterprises, Mosaic Tile faced growing pains with its on-premise IT environment. The EstesGroup partnership ensured their technology strategy followed company principles: reliable infrastructure, tailored design, and seamless execution.

Tim Medlin, IT Director at Mosaic, recalls:

"When we transitioned from our physical data center down here in Northern Virginia to the data centers up in Michigan, it was about a two and a half hour process to migrate all of our servers because of the way they set up the replication. They replicated all of our servers quietly in the background for weeks before we did the migration. We scheduled the migration—about two and a half hours we were up and running live with all of our stuff in a completely different state, completely different environment. And everything is running faster than it was with our servers right here locally."

Since moving to EstesCloud, Mosaic has gained both operational stability and peace of mind. The difference isn't just in performance — it's in partnership.

"Estes gives us the hands-on support and expertise in the background, but I still have complete control over my environment. I can log into my VMware consoles, look at my servers, manage and maintain them, and get a clear view of what's going on."



AT A GLANCE

- Migration Speed: ~2.5 hours with zero disruption.
- Performance: "Everything is running faster than it was with our servers right here locally."
- Control: Full VMware console access, paired with EstesGroup's expertise.
- Support: Direct access to senior engineers, no tiered support ladders.
- Quality of Life: IT leadership free to take real vacations without constant on-call stress.



"All of our fears of migration and the movement of data and movement of physical hardware became nothing—they were literally nothing."

Tim Medlin, IT Director

ONE PARTNER. ONE TEAM. ONE SIMPLE INVOICE.

It's not *if* costs and risks will rise, but *when* — unless your ERP ecosystem is built for security, clarity, and control.



Challenges

Mosaic's IT team was caught between maintaining a complex ERP environment and supporting the day-to-day needs of a fast-growing distribution business. On-premise servers demanded constant upkeep, while ERP workloads — from database management to custom reporting and upgrades — consumed scarce resources and introduced risk with every release cycle. At the same time, the company's multi-state footprint and customer-facing design centers required high availability and compliance-ready systems, where even minor disruptions could ripple into order delays and reduced customer confidence. Balancing these competing priorities left little room for strategic initiatives, making it clear that a more integrated, end-to-end solution was needed.

Migration in Hours, Not Days

By partnering with EstesGroup, Mosaic gained more than a reliable cloud platform — they secured an all-in-one, end-to-end provider for ERP, IT, and infrastructure needs. The move unified application hosting, system administration, and technical support under a single team, eliminating the gaps that often occur when multiple vendors share responsibility. EstesGroup's integrated approach ensured that Mosaic's ERP environment remained optimized and secure while the underlying cloud infrastructure delivered consistent performance across 10 locations and 150+ employees.

Objectives

Mosaic Tile needed a partner to end the cycle of server maintenance and risky migrations. Leadership sought a cloud solution that delivered stability, performance, and transparency without sacrificing control. With EstesGroup, they gained one partner, one invoice, and one line of accountability — freeing IT resources to support growth instead of firefighting.

Solutions

EstesGroup supported Mosaic's entire ERP ecosystem—covering infrastructure, hosting, administration, upgrades, integrations, and user support—through one unified team. By pairing expert support with customer control, EstesGroup delivered an environment that was faster, more reliable, and free from the daily strain of on-premise operations.

- 2.5 hours — Total time to cut over Mosaic's entire server environment during migration.
- 10 locations — Supported seamlessly across the Mid-Atlantic region.
- 150+ employees — Enabled with faster, more reliable systems.
- 7M+ sq. ft. — Materials stocked by Mosaic, powered by EstesCloud's infrastructure backbone.
- 0 tiers of support — Direct-to-expert access, no ticket escalations required.
- 99.99% — Uptime across EstesCloud's geo-redundant Tier III data centers.

EstesGroup delivered what few can — a single, accountable team capable of supporting the entire technology ecosystem.