

Nominee: NaviSite

Nomination title: NaviSite provides fully managed IT infrastructure and applications hosting solutions to optimise mission critical IT infrastructure along with world-class hosting support

NaviSite, a Time Warner Cable Company, provides enterprise-class, cloud-enabled hosting, managed applications and services around the world.

As part of its offering, NaviSite provides scalable, enterprise-class colocation services from its UK data centre sites, underpinned by world-class networking and powerful security.

Via two M25 periphery facilities, based at Digital Realty Trust's state-of-the-art data centres, located at Redhill and Woking in Surrey, NaviSite offers a high security grade building, with high power and cooling density. NaviSite deploys sophisticated environmental controls to optimise performance and business continuity, designs custom builds to meet individual customer requirements and utilises state-of-the art UPS services and proprietary monitoring software to reduce energy consumption of its cooling systems by more than 20 per cent.

Each of NaviSite's products has been developed with flexibility and scalability in mind to service a wide range of customers and their individual needs. From those looking for a single rack to those requiring multiple pods, as well as customers interested in entire suites, each solution is entirely customisable and able to be tailored to suit the requirements of the business at hand.

Whether it's a start-up or a business ready for global expansion, customers are able to amend or tailor their solution at any point. NaviSite moves with its customers and is flexible in making changes to solutions as and when required by the customer. Whether a customer requires a single rack configuration or a dedicated, private, secure caged area with a range of enhanced security and scalable power options, NaviSite's solution architects are on hand to tailor each solution to the business' needs.

With NaviSite's range of services and solutions, organisations can avoid the large capital expenditure associated with building and maintaining in-house datacentres, all while leveraging the efficiencies of a scalable, virtualised infrastructure. In contrast to other providers that charge for resources requested, irrespective of whether they are used or not, NaviSite only charges cloud

customers for the resources they've actually consumed, thereby eliminating the hidden costs of IT resource underutilisation.

Recently, Encore Tickets, a specialist ticket company, selected NaviSite's Managed Mimecast Service to underpin its email environment across the UK. With 80 per cent of Encore Tickets' business transacted online, the solution enables Encore's employees to continue to send emails, even during downtime.

Trade clients, including airlines and tour operators from around the world as well as coach operators, group organisers, hotel groups domestically and over 400 affiliates put their trust in Encore Tickets' services. With sales of over 2.5 million theatre tickets annually, downtime has a significant effect on its bottom line. NaviSite's managed Mimecast service means that if the email environment goes down, operations can continue and emails can still be reviewed, sent and received.

"Our aim is to help our partners to maximise revenues, profits and service levels, and fundamental to our reputation is the resiliency of our email system. We chose NaviSite to manage our Mimecast services because of their experience and track record for this solution. Not only does it meet our technical requirements, it also helps us to adhere to online data retention legislation with the 99 year retention period on all emails. NaviSite's technical team really stood out by demonstrating their technical excellence and giving us the confidence to choose them as our Mimecast service provider," said Michael Sheehy, CTO at Encore Tickets.

Encore Tickets also benefits from the ability to deliver advanced spam filtering and anti-malware protection with multi-layer defences through the solution. This increases the reliability of Encore Ticket's email system and reduces the risk of hackers or viruses taking hold and disrupting the business. NaviSite's Managed Mimecast Service enables Encore Tickets' to centrally manage all email policies, ensuring consistency and reducing IT admin overheads.

Another client, Virgin Wines, selected NaviSite to deliver hosting and managed application support that was affordable, reliable and could grow with the business. The wine merchant runs their business solely online, as an ecommerce company, therefore uptime and stability became a key priority as part of their selection criteria for their new provider.

Virgin Wines deployed NaviSite's managed hosting and application support to host and manage its web servers, applications servers and database system. Since the implementation, Virgin Wines has been able to successfully sustain system performance at a constant and stable level, seeing it through its most successful and busiest July since the start of the business.

David Wyatt, social media and communications manager, Virgin Wines explains, “As an online service we don’t have that one-on-one customer experience like traditional retailers, so the website experience is very important for our customers. As customers increasingly want services on demand, uptime is crucial. If the platform is down then they will just go elsewhere. Even a short outage can impact our profits significantly.”

As well as keeping the system performance levels stable and the ability to deal with peak times the online wine retailer was also looking for a data centre provider that could be a trusted advisor to help them grow their business. Virgin Wines has just rolled out a new gift service aimed at attracting new customers to reach its goal of 100,000 new customers per financial year. This new business push has led to Virgin Wines expanding its services with NaviSite with future plans in hand.

“Since the implementation we have built a great relationship with NaviSite. They are always quick to respond to our needs and really understand our business. As we have started to expand our business even further we look to NaviSite to help us increase and scale our web service capacity and performance,” explained David Wyatt.

Why nominee should win

- NaviSite can help enterprises deploy innovative, yet proven, hybrid-cloud-based computing strategies to help reduce costs, improve application performance, maintain close control, and work more efficiently.
- State-of-the-art, world-class, SSAE 16 certified data center facilities. Locations between data centres and network setup optimised for data replication and disaster services
- Resilient, high-speed interconnectivity between DCs and telehouse delivering uptime and high performance for local and international data traffic
- State-of-the-art, world-class, SSAE 16 certified data center facilities
- Distinct breadth and depth of managed services skills and experience