Nominee: Pulsant

Nomination title: Colocation Service Offering of the Year

Pulsant is a UK-based colocation, cloud computing, and managed hosting expert that serves a global market. The company has been providing these services to a growing customer base of over 3000 since 1995. Pulsant employs a dynamic combination of world-class technology, expert staff and drive for innovation to deliver advanced, fit-for-purpose solutions to organisations of all sizes. Its colocation, cloud and managed hosted offering is supported by a network of 10 enterprise-class data centres across the UK, with additional services offered internationally from facilities in New York, Amsterdam and Hong Kong.

Key Projects & Customer Endorsements

With colocation forming a core area of its business, Pulsant has delivered a number of projects to clients in various industries.

Portal

Pulsant assisted Portal, award-winning business and technology consultancy, in its move from another provider to Pulsant's Maidenhead data centre. Pulsant provides Portal with a secure cage area within the facility that was configured specifically based on its requirements. In addition, the Pulsant team assisted with dealing with external providers of ADSL and LanLink and secured a better, quicker and more cost-effective solution.

"We moved to Pulsant's Maidenhead facility in 2013 from another provider after evaluating a number of options. Portal was looking for a cost-effective data centre closer to our offices with high security and we selected Pulsant on this basis, as well as the attitude of their technical staff. They have provided us with a secure cage area within the facility that enables us to reassure our customers that their equipment is in safe hands.

"During the move the team was very helpful and generous in providing the right configuration of space we required, and knowing what tight timescales we were up against, they took over dealing with the ADSL and LanLink providers in such a way that they secured better lead times for us and actually helped us achieve significant cost savings.

"Pulsant has met and exceeded our requirements and continues to deliver excellent service to us. I would recommend them to anyone."

Jason Good, head of support services, Portal

Ramsac

ramsac is a privately owned supplier of technology products and services. The company relies on Pulsant to provide scalable, flexible and reliable colocation services as it hosts a number of its clients out of Pulsant's Maidenhead data centre facility.

After being a Pulsant customer for almost ten years, ramsac approached Pulsant to assist when one of its clients – a Danish-based organisation in the energy sector – wanted to host its server infrastructure in the UK. This infrastructure needed to be hosted in a well-managed, secure data centre, with regular compliance audits, which were requirements that Pulsant met perfectly. As a result, Pulsant supplied colocation solutions, bandwidth, secure tape storage, and remote hands support services to ramsac for this project.

"Having worked with Pulsant for several years, we were certain that they would be able to provide the colocation and connectivity that was required. We have the confidence to take on projects involving colocation services as we know we have a partner we can trust and rely on. In addition, we've always found the team at Pulsant to be extremely flexible and service driven, which isn't something that we've experienced with other data centre providers in the past," said Mew.

"One of the main challenges of the project was the requirement for regular audits. Pulsant was extremely accommodating and helpful during the regular compliance audits – all of which ran smoothly and no concerns were raised by the auditors.

"At the end of the day we're looking for a supplier that's providing a credible, sound, secure and reliable solutions that has the right balance between being secure and being accessible and user friendly. Pulsant certainly meets those requirements and is really a partner that we can work with and will continue to do so."

Paul Mew, technical director, ramsac

RMJM

International architectural practice RMJM has offices across the UK and Europe, Middle East, Asia and the US. The company sought to unify its worldwide services and chose Pulsant's Newbridge data centre to keep these servers secure, as opposed to developing its own data centre on-site.

RMJM benefits from having its servers hosted in a carefully controlled secure environment that optimises server performance, minimises running costs and helps the company to monitor its systems more effectively.

"We now have the security and the peace of mind of a managed environment that has fire and power protection and is manned 24/7 by knowledgeable support staff. This is in stark contrast to the in-house option which would have involved making a significant capital investment in our office located right next to a river, which is not best practice.

"The Newbridge colocation facility has given us far greater flexibility and in the event that we need to downsize or the dynamics of the office change, we can move the office without any disruption to services for the rest of the organisation. It has worked really well for us and has definitely benefited the company as we have undergone a number of office moves and changes in the last several years."

Gareth Cleland, head of IT, RMJM

Accreditations

The company was awarded the Royal Warrant in 2013 as provider of hosted IT and data centre services to the Royal Household. All of Pulsant's data centres are ISO 27001 (data security), ISO 9001 (quality) and ISO 14001 (environmental management) accredited, with several holding PCI-DSS compliance, and Business Impact Level 2 and Level 3 certifications. Pulsant stands out as being one of only two companies to be awarded the CSA Star certification for cloud security, is part of the G-Cloud Framework and a member of The Green Grid.

Conclusion

Pulsant's suitability for this award is demonstrated by the breadth of services that it has to support its colocation offering, as well as the expertise demonstrated in the field. From a strong leadership team, through to its engineers and support staff, excellence, technical proficiency and professionalism are the key factors that help set the company apart from its competitors.

Why nominee should win

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• From a strong leadership team, through to its engineers and support staff, excellence, technical proficiency and professionalism are the key factors that help set the company apart from its competitors.