

Nominee: Datapipe

Nomination title: Datapipe

Datapipe is a leading managed cloud services provider that partners with customers during their cloud journeys. Datapipe delivers bespoke solutions for each of its clients by listening carefully to their needs and offering cloud-agnostic, strategic advice with multi-cloud expertise.

Founded back in 2000, Datapipe has evolved with the cloud to meet clients' changing needs. In 2002, Datapipe brought sales, services and delivery centres to Europe for the first time, and it has grown its offering within the EMEA region greatly since.

It now boasts 29 data centres across four continents and supports over 2000 clients globally with services from three different public cloud providers. In 2016/17, Datapipe took its success in EMEA to greater heights. It gained new clients across many sectors, delivered award-winning projects for its cloud support services, and opened a new Moscow data centre in 2016 to accommodate increased client demand for local infrastructure. Moreover, the acquisition of UK managed services provider Adapt bolstered its ability to execute its bespoke solutions within the EMEA region, meaning it can fully support its clients 24/7/365 in a follow-the-sun model.

Able to cater for every customer need:

Datapipe has achieved several certifications and accreditations in the last year, demonstrating its capability to provide for all the needs of its customers. Having achieved SOC2 compliance for global AWS environments and received EU-US Privacy Shield certification in 2016, Datapipe has pushed on in 2017 to receive Cisco Master Partner accreditation, UK government PSN certification, and Swiss-US Privacy Shield certification.

In addition, Datapipe has achieved numerous competency awards recently, including the AWS Microsoft Workloads Competency Status, AWS Storage Competency Status, and eleven Microsoft Partner Competencies for Managed Services across a range of Microsoft technologies.

Datapipe's expertise in EMEA was also cemented by its appearance in Gartner's Magic Quadrant 2017 for Managed Hybrid Cloud Hosting in Europe, where Datapipe was featured as a Leader, which further proves its ability to provide a bespoke solution for any customer need.

Exceptional customer service guaranteed:

Datapipe offers its customers support, both globally and locally, on public and private clouds, and it can adapt to help provide the right bespoke solution for each client to ensure their continued success for the future. Datapipe commits 75 per cent of its 800-strong global workforce to customer support in order to ensure that clients receive the best service possible.

Moreover, Datapipe has also developed a training incentive programme to increase the number of certifications held by employees involved in the design, deployment, and management of cloud solutions. In addition, sales and marketing teams all undertake business-level certifications for public cloud providers like AWS and Microsoft Azure. This has enabled Datapipe to be awarded the multiple AWS and Azure competencies it has, which are based on demonstrated technical proficiency, certifications, and proven customer success in specialised solution areas.

BMJ – award-winning advice and service from Datapipe:

A great example of how Datapipe can help transform a business is its work with BMJ, the global medical publisher and the producer of one of the world's oldest general medical journals.

BMJ's story is a familiar one: its infrastructure had grown organically over time as new sites and services were added. However, as it grew, it increasingly built a technical debt. Thanks to Datapipe's expertise and guidance, BMJ was able to initiate radical change within its organisation.

By the end of the migration, BMJ was fully virtualised on a shared-nothing architecture, with over 200 virtual machines running its applications 24/7 in a private cloud infrastructure. However, Datapipe not only transformed BMJ's infrastructure but it also helped the company initiate a lasting change in culture. BMJ is now able to deliver change through continuous integration, something that would not have been possible without its new infrastructure.

Importantly, the migration set BMJ up for even greater success in the future and Datapipe has continued to assist the business.

Recently, Datapipe has further improved BMJ's infrastructure by launching its hybrid multi-cloud environment and enter the Chinese market using Alibaba Cloud.

Datapipe is able to work in the way you want:

Regarding BMJ's initial migration to the cloud, Sharon Cooper, Chief Digital Officer at BMJ says: "Datapipe delivered the infrastructure we needed to initiate a change of culture within our organisation. They worked closely with us and offered a professional combination of listening to our needs and giving advice to my team. Most importantly, we completed the change with zero-downtime, so our customers were not affected."

Alex Hooper, Head of Operations, BMJ says: "We have now fully realised the strategy that we first mapped out two years ago, when we started our cloud journey. In the first year, we were able to fully virtualise our infrastructure using Datapipe's private cloud, and in the process, move to a new, agile way of working. In this second year, we have embraced public cloud and taken our services over to China."

Alex Hooper, explains further: "Previously, we could only offer stand-alone software products in China, which are delivered on physical media and require quarterly updates to be installed by the end-user. With Datapipe's help, we now have the capability to offer BMJ's cloud-based services to Chinese businesses. With Datapipe's help, it was surprisingly easy to run our services in China and link them to our core infrastructure here in the UK, Datapipe has done an exemplary job."

Conclusion:

Datapipe acts as a trusted guide for its customers' cloud journeys by providing agnostic multi-cloud expertise so that IT departments can focus on what really matters: core product innovation. The last year has seen it help businesses transform their organisation, improve its presence within EMEA and amass numerous accreditations and certifications to demonstrate its expertise. This underlines the fact that, whether it is providing advice on the right cloud infrastructure or developing innovative software to help businesses accelerate deployments, Datapipe applies its years of experience as a leading global managed services provider to offer the best cloud solution available to any organisation.

Why nominee should win

- Works as a trusted guide for its customers' cloud journeys by providing agnostic multi-cloud expertise and offering the best cloud solution available to any organisation
- Acquired UK MSP Adapt to bolster its ability to execute quality services for customers and can now support customers 24/7/365
- Improved capability to provide local infrastructure with new data centre in Moscow
- Achieved numerous accreditations, certifications and competencies over the course of the last year with vendors and partners



•Recognised as a Leader in Gartner's Magic Quadrant 2017 for Managed Hybrid Cloud Hosting, Europe