

MAXIMIZING IT INFRASTRUCTURE EFFICIENCY



Datacon At-A-Glance:

Datacon is one of the leading suppliers of web portals in the Netherlands.

Challenges:

Requirements to speed up time to market whilst offering a flexible and lower cost service to customers.

Goals:

The delivery of a new web portal to fit the needs of their clients and maintain high levels of service by eliminating the amount of down time clients receive.

Business Outcome:

Reduced downtime and increased customer satisfaction due to services constantly being refined to provide the best fit for both Datacon and their clients.

COMPANY OVERVIEW: DATACON

With over 15 years of experience in the industry, Datacon is one of the leading suppliers of web portals in the Netherlands. Using an in-house team of over 45 professionals, Datacon is specialized in the delivery, support and hosting of web portals based on standard products such as SharePoint, Kentico, EpiServer and Telbase.

Challenges

Over the past 15 years Datacon has used space in three data centers to host the web portal software it creates for customers. However, in recent years it became clear that this approach, which involves arranging a specific server build for each new customer that required dedicated hosting, was too inflexible and too slow to deal with their expanding business.

Datacon found that its customers were increasingly expecting new services to launch with very little delay. They were also demanding high levels of service and were far more intolerant of downtime due to faults or network upgrades. Managing complex servers was very time intensive, costing too much and causing headaches for the engineers who had to upgrade and maintain the hardware. This focus on hardware infrastructure also partially limited the time they could spend on their key differentiator — the high quality software and services

and strong levels of integration into their customer's existing systems.

Datacon realized that all of these factors were driving the need to change their approach so they could speed up their time to market and offer a more flexible, lower cost service while also focusing their resources on their core business.

Goals

Datacon's COO and Technical Director, Markus de Haan, was familiar with the concept of the cloud, although cloud adaptation in the Netherlands at the time was still relatively low. He decided that by outsourcing the server hosting side of the business to a specialist cloud partner, Datacon could resolve several key challenges.

"The most important issue was that in delivering a new web portal for a customer, the setting up of the hardware could become a bottleneck. It could take up to six weeks to plan the hardware with vendors, negotiate a quote, build the server and software and bring in specialists for areas like the security firewall," said de Haan. "Not only were customers frustrated when hardware became the bottleneck in launching their software, we also had to commit an engineer to managing the vendor relations for infrastructure builds for each project, so they weren't available for other work. This meant that our team was not operating as efficiently as it could."



The partnership approach with Navisite® has meant that services are constantly being refined to provide a best fit for Datacon and its clients — both now and for the future.

Datacon was also keen to eliminate the burden of having to maintain, upgrade and repair the server hardware. The fast pace of server evolution meant hardware upgrades were becoming a growing issue and when an outage occurred customers were understandably intolerant of any downtime. Another area Datacon wanted to address was that the usage of its customer's web portals was not consistent throughout the year. For example, there were seasonal surges in traffic, such as around the Christmas trading period which meant that additional server infrastructure was needed to deal with the temporary load. This cost needed to be passed on to customers and meant the server infrastructure wasn't being used efficiently all year round.

Datacon chose to work with Navisite because its cloud-based solution was able to resolve these challenges while also giving them a high level of control over their customer's experience. Crucially, Datacon also found that Navisite adopted a partnership approach rather than a simple client-supplier relationship. This meant that business plans and future product direction was shared and the services which Navisite provided were the best fit for Datacon's immediate and future needs.

Results

The move to NaviCloud also had a major positive impact on the quality of service Datacon could deliver to their clients. Compute resources could be easily scaled up when applications were running slowly or undergoing a seasonal surge in usage. Where previously this would involve a visit to the data center to upgrade the hardware, engineers now have a simple NaviCloud

portal which they can use to instantly allocate greater resources to the application.

Similarly, the cloud-based solution also meant that Datacon no longer needed to migrate hardware as part of periodic data center upgrades, which again reduced downtime. In fact, as Navisite delivers the infrastructure as a service, always using the best-in-class products, the portals are now more reliable, so Datacon staff can now focus on the application management and availability without worrying about the hardware. This reduced downtime and led to higher customer satisfaction.

About Navisite

Navisite, Inc., a part of Spectrum Enterprise, is a leading international provider of enterprise-class, cloud-enabled hosting, managed applications and services. Navisite provides a full suite of reliable and scalable managed services, including Application, Cloud Desktop, Cloud Infrastructure and Hosting services for organizations looking to outsource IT infrastructures to help lower their capital and operational costs. Enterprise customers depend on Navisite for customized solutions, delivered through an international footprint of state-of-the-art data centers. For more information about Navisite's services, please visit navisite.com or navisite.co.uk.

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