

CASE STUDY



Company improves performance and security by moving to a private hybrid cloud environment

ORGANIZATION:

A Software as a Service provider of global employee benefits solutions that also provides consultancy services related to reward, workplace pensions and employee benefit programs

CHALLENGE:

Implementing a private hybrid cloud environment that met location, security, scalability, and customer service requirements

SOLUTION:

Datapipe's Stratosphere® Hosted Private Cloud solution and disaster recovery site



US: +1 877 773 3306 UK: +44 800 634 3414 HK: +852 3521 0215

FINDING THE PERFECT MANAGED SERVICE PROVIDER

SNAPSHOT

Thomsons Online Benefits is a Software as a Service provider of global employee benefits solutions based in the United Kingdom. The company provides on-demand online benefit options for employee administration and engagement, as well as consultancy services. They work with large global enterprises to automate administration, cut costs, increase engagement and manage risk. By providing one single technology platform across the globe, Thomsons Online Benefits can offer customers one solution, no matter the location.

For eight years Thomsons had worked with a managed service provider (MSP) for its hosting needs. However, when Thomsons decided to move into a private hybrid cloud environment, they ran in to a number of problems with the MSP. Thomsons runs a 24/7/365 platform and the MSP didn't have many maintenance windows available for a company Thomsons size making the migration process slow and ineffective. After a couple of false starts with the MSP, Thomsons Online Benefits decided to seek out a new MSP – one that could offer the agility, support and services needed to move Thomsons' system to a hybrid cloud.

FOUR KEY PRIORITIES WHEN SEARCHING FOR NEXT MSP:

- **Location:** Both Thomsons and their clients required a managed service provider with a presence in the UK.
- **Security:** Due to the confidential nature of the information Thomsons handles for their clients, the managed service provider needed to meet UK compliance standards as well as their own security protocols.
- **Ability to scale:** The nature of Thomsons' solution means they need to be able to scale for the traffic peaks of payroll cycles and benefit renewal periods. Additionally, the system had to be able to keep up with Thomsons' impressive 30% year-over-year growth.
- **Customer service:** Thomsons had been a "small client" to their original MSP and consequently didn't get the support they needed. The new MSP would have to be able to work closely and collaborate with Thomsons' engineers while still being able to manage the solution without heavy oversight or input.

After a thorough search, Thomsons selected Datapipe as their MSP because of the company's technical fit and ability to meet the above mentioned needs.

OPERATIONAL IMPACT

RESULTS & BENEFITS

- Increased agility of service and ability to quickly develop and release new features
- Improved ability to respond to growing business needs quickly and maintain the quality of the overall IT infrastructure
- Application performance increased by more than 30%
- Delivered better service to clients without increasing staff count

Thomsons Online Benefits chose to consolidate two data centers, one in the UK and one in Hong Kong, into Datapipe's Stratosphere private solution in the UK. After picking a platform and testing it, the transition took place over a number of weekends so as not to interrupt the company's workflow. In addition to using Datapipe's Stratosphere private solution, Datapipe recently started building a disaster recovery site for Thomsons to use as a standby facility.

"When we were building the environment, we were able to work much more closely with Datapipe than we had been allowed with our previous provider," said Mark Kay, head of technology service at Thomsons Online Benefits. "Being able to work closely together to affect change and improve our solution was the biggest thing for us."

Working with Datapipe allowed Thomsons to increase the agility of their service and move quickly to develop and release new features. This has allowed them to respond to growing business needs quickly and maintain the quality of their overall system. With Datapipe managing their back-end solution, the engineers at Thomsons are free to focus on serving their end customers.

Datapipe has helped the company manage overhead costs by delivering better service to clients without increasing their staff count. When Thomsons first switched to Datapipe, their application performance increased by more than 30%.

In addition to scalability, Datapipe was able to provide the necessary security features to meet and exceed Thomsons' compliance standards. Through Datapipe, Thomsons was able to take advantage of a comprehensive list of security services including, Intrusion Prevention Services (IPS), multi-factor authentication VPN services, and PCI DSS compliance services. Datapipe worked with Thomsons to ensure a complete understanding and full implementation of compliance solutions. Thomsons Online Benefits now continuously has a compliance record that reaffirms the integrity of the security standards of their organization.

Finally, implementing new automation within their environment added another level of success to the Thomsons Online Benefits partnership with Datapipe. By automating a previously manual process, Datapipe has been able to spin up a full environment for Thomsons in a number of hours. A process that previously took days and even weeks. This has cut deployment times significantly and ensured virtual machines run smoothly.

As Thomsons Online Benefits continues to grow their client base and expand their leading global benefits software, they are also looking to expand their partnership with Datapipe. "We're looking to hook in different APIs to the Stratosphere platform so that we can deploy machines more quickly," said Kay. "We're working towards even more automation and increased agility."

DATAPIPE

A next generation MSP, Datapipe is recognized as the pioneer of managed services for public cloud platforms. Datapipe has unique expertise in architecting, migrating, managing and securing public cloud, private cloud, hybrid IT and traditional IT. The world's most trusted brands partner with Datapipe to optimize mission-critical and day-to-day enterprise IT operations, enabling them to transform, innovate, and scale. Backed by a global team of experienced professionals and world-class interconnected data centers, Datapipe provides comprehensive cloud, compliance, security, governance, automation and DevOps solutions. Gartner named Datapipe a leader in the Magic Quadrant for Cloud-Enabled Managed Hosting.

DATAPIPE.COM US: +1 877 773 3306 UK: +44 800 634 3414 HK: +852 3521 0215