

# Nominee: Claranet

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## Nomination title: **Managed Services Provider**

### Background

Founded in 1996, Claranet has evolved from pioneering consumer ISP into Western Europe's leading independent MSP for mid-sized companies, with annual revenues of £140 million and over 4,500 customers. Claranet's comprehensive portfolio encompasses integrated network, hosting, and communications solutions.

Claranet achieves competitive advantage through delivering high-quality customer service. This is particularly important in managed services, where solutions are largely custom-built and the investments made in new technology platforms and solutions are significant. Claranet delivers the best 'fit' for customers' specific IT and business needs.

Claranet's size helps it serve the needs of mid-sized customers. The company is large enough, with sufficient network and hosting pedigree, to drive down costs with suppliers. But it is small and agile enough to build personal relationships and thoroughly understand customers' specific IT requirements.

Claranet's industry-leading technology meets customers' varied needs:

### Secure network

Strong network infrastructure is vital to successful implementation of cloud computing. Claranet's ISP pedigree enables it to provide its own MPLS network, providing secure remote access. Claranet presents end-to-end hosting and network services in a flexible and easy-to-use package.

### Award-winning IaaS platform

Claranet's Virtual Data Centre (VDC), the European market's first integrated IaaS service, was a response to research into end-user concerns about cloud migration. Integration with Claranet's MPLS network increases security, and in-country data centres safeguard data sovereignty. A software orchestration layer makes VDC the market's first hypervisor-agnostic solution, addressing concerns about vendor lock-in and migrating between virtualised environments.

## Managed Application Hosting

Managed application hosting provides full access to application development environments while preventing disruption to infrastructure, staging, and live environments. Organisations can focus on application development and testing, knowing that applications are running on a robust managed platform.

As Claranet evolves, it incorporates new technologies to meet customer needs and reach new markets. In February and March 2014, Claranet acquired Echiron, a Portuguese managed hosting and applications provider, and Grita, a French provider of hosting services to the healthcare sector. These followed the acquisitions in late 2012 of Star (UK) and Typhon (France). Star added communications expertise to the portfolio, while Grita brought HADS (Hébergeur Agréé de Données de Santé), the French Ministry of Health's certification for hosting private medical data.

## Projects

### 1: Peugeot

This project demonstrates Claranet's ability to deliver an efficient level of service to meet customer requirements in the immediate short-term and in the long-term.

Peugeot, one of the world's leading car manufacturers, was suffering from the collapse of its Managed Services Provider, which they relied on to manage the hosting of a number of

microsites. Peugeot needed to find and migrate to a new hosting provider quickly or potentially cause a detrimental impact to the business.

Peugeot's microsites and its applications were efficiently migrated to Claranet's managed hosting environment where Claranet now manages and monitors the infrastructure and applications themselves. With Claranet's quick and effective level of service, Peugeot can now put their efforts to areas in the business where they are needed to move the business forward.

## 2: Priory Group

This project establishes Claranet's understanding of its customers and its ability to adapt with the delivery of appropriate solutions that can meet the evolving demands of a business.

Priory Group offers a broad range of services and facilities to help people achieve high quality clinical and educational outcomes. The Group has grown rapidly, expanding the Priory's services and specialisms where it now works across a nationwide network of over 275 facilities. Claranet has been a long-term services provider for the Priory and initially implemented a ADSL connection between a handful of sites, however due to growth and structural changes, it needed an updated solution to manage the increased number of sites that were being incorporated.

Claranet implemented a dual MPLS strategy to enable two distinct networks to support the administrative and education lines of the business. This enabled the Priory to achieve its business requirements in improving network efficiencies and security, while reducing costs and saving resources.

## Accreditations

Claranet's accreditations, certifications, and partnerships include:

- ISO/IEC 2000
- ISO/27001:2005
- ISO 9001:2008
- ITIL (Information Technology Infrastructure Library)
- PCI-DSS (Payment Card Industry Data Security)
- Microsoft Hosting Gold Partner
- VMware Premier Partner
- PRINCE2 methodology
- HADS (Hébergeur Agréé de Données de Santé) – French Ministry of Health certification for hosting of private medical data

#### Endorsements

#### Gartner

In July 2014, Gartner positioned Claranet as a 'Leader' in its Magic Quadrant for Cloud-Enabled Managed Hosting, Europe. The report states: "Claranet is one of the few providers starting to offer loss-of-business clauses on top of the standard SLAs, bringing it more in line with the IT outsourcers that sit at the periphery of this market area... Hosting is becoming a more important part of Claranet's overall portfolio, which enables its sales force to focus more

on and have a better understanding of the managed hosting business than some of the more network-centric providers.”

## Megabyte

Megabyte calls Claranet “[...] a fairly unique beast... significantly bigger than most of its independent peers, more international, having a broader product portfolio that gets further up into the value chain with applications hosting, whilst still being owner-managed.”

## Awards

Claranet has been recognised for its commitment to customers: Winner of the SVC Award for Best Customer Service Strategy; Finalist in Quality Service Provider of the Year category (2015 UK Customer Satisfaction Awards). Claranet is committed to providing the highest quality of service throughout the customer journey – from pre-sales and solution design, through delivery, to post-implementation. This is enshrined in Claranet’s mission statement: “...to enable our customers to reap the huge benefits that can be accrued from Internet-enabled technology and cloud computing.”

## Strategic approach

CEO and founder Charles Nasser was named International Entrepreneur of the Year (2013 Data Centre & Cloud Awards). As the market landscape changed, he steered Claranet’s evolution into managed services to safeguard growth. The company is financially independent – growth has been financed by debt, not venture capital or institutional investment. This enables Claranet to focus on addressing customers’ specific and long-term needs.

## Why nominee should win

- Legacy history as ISP and evolution into MSP, in line with evolving technology landscape
- Evolution of product portfolio to meet customers needs as the market continues to evolve and change

- Competitive advantage – business focused on long-term customer relationships and customer needs and requirements.
- Validation of company’s strategic approach, through analyst and industry awards and recognition
- Best-practice industry and vendor certifications and accreditations