

Nominee: NaviSite Europe

Nomination title: Customisable, affordable and robust IT solutions make NaviSite Europe Overall DC Company of the Year

NaviSite Europe Limited, a wholly owned subsidiary of NaviSite, Inc., a Time Warner Cable Company, is a leading provider of enterprise-class, cloud-enabled hosting, managed applications and services. From its highly secure Tier III, SSAE 16 certified datacentre facilities in the UK, NaviSite provides customers with fully managed IT infrastructure and applications in both traditional and cloud-enabled environments.

Emphasising customisability, each of NaviSite's products has been developed with flexibility and scalability in mind to service a wide range of customers across a variety of industries and their unique needs. From those looking for data storage at a secure, resilient datacentre to others requiring full application and disaster recovery facilities, NaviSite offers a range of IT services, including colocation, managed hosting and application services, as well as cloud-based infrastructure and desktop services.

Whether choosing a single rack configuration for colocation or multiple pods of storage in private, secure, caged areas with a range of enhanced security and scalable power options, each NaviSite solution is entirely customisable and can be tailored to meet specific customer needs. NaviSite delivers colocation facilities, managed hosting and application support services to customers such as Fashion GPS and Virgin Wines. It enables businesses across a wide range of industries to adopt flexible and agile solutions for them to revolutionise the way they work.

With NaviSite's range of services and solutions, organisations can avoid the large capital expenditure associated with building and maintaining in-house datacentres, all while leveraging the efficiencies of a scalable, virtualised infrastructure. In contrast to other providers that charge for resources requested, irrespective of whether they are used or not, NaviSite only charges cloud customers for the resources they've actually consumed, thereby eliminating the hidden costs of IT resource underutilisation.

How NaviSite's colocation services support Fashion GPS:

Fashion GPS is a leading digital solutions provider for sample inventory tracking and event management for the fashion industry. NaviSite supplied them with a secure colocation service that perfectly fitted its needs, enabling it to deliver a consistent, reliable and robust service to clients – even during busy events such as Fashion Week. Delivering real, tangible business benefits, Fashion GPS' clients have reported improvement in performance since it started working with NaviSite: one of Fashion GPS's largest clients, an international e-tailer, has seen up to 50 per cent improvement in processing speeds with data upload speeds increasing by over 80 per cent.

Underpinned by industry-leading service level agreements, and online customer monitoring and management platforms, NaviSite's technical teams are on hand 24 hours a day, 7 days a week, 365 days a year, to support even the most complex of IT environments. For many of NaviSite's customers, high-uptime and performance response times are critical to profitability and their own clients. Fashion GPS' clients need 24 hour services, 365 days a year, particularly during events such as Fashion Week, when there is a significant spike in demand and no space for even the slightest mishap.

How NaviSite's managed hosting services support Virgin Wines:

NaviSite adapts technical solutions to meet changes in business operations, tests new ways of working with the client and helps its customers to implement the right solution for their business needs. As an online retailer aiming to grow its customer base by 100,000 every year, Virgin Wines needed a new provider to deliver a scalable, reliable and affordable hosting and managed application solution that could grow with its business. To meet the degree of scalability customers like Virgin Wines require, NaviSite offers enterprise managed hosting solutions designed to optimise mission critical IT infrastructure performance and provide flexibility to meet current business needs and future demand.

Virgin Wines' e-commerce platform is equally critical to business operations and profitability. To meet this need, NaviSite produced customer specific scripts that recycle, parse logs and perform stuck threading warning, which trigger e-mails alerting Virgin Wines and the NaviSite support team of any potential upcoming problems, allowing preventative action to be taken. NaviSite also maintains redundant systems, network connections, and the expert staff act as capable partners and advisors to meet its customers' needs.

Through the implementation of NaviSite's managed hosting and support services, Virgin Wines sustained system performance at a constant and stable level through its most successful and busiest summer to date.

Why nominee should win

NaviSite delivers distinguished colocation and managed hosting solutions that:

- Are highly customisable to meet each business' unique needs, providing customers with tangible, real business and operational benefits
- Operate from highly secure Tier III datacentres and colocation facilities in the UK
- Supported by 24/7/365 customer support and an online monitoring and management platform that provides complete oversight and control
- Offer the capacity to supplement colocation options with managed hosting, cloud services and managed application support from the same facility