

SOFTWARE VENDOR CASE STUDY

**WITH MANAGED HOSTING, STORAGE AND
SECURITY, AN INDEPENDENT SOFTWARE
VENDOR IS ABLE TO ENHANCE GLOBAL
APPLICATION SPEED, SECURITY,
AVAILABILITY AND PERFORMANCE**

Expanding Library Management for Large-Scale Customers

This case study is about an independent vendor dedicated to Corporate and Special Library Automation for leading global firms, charities, government bodies and agencies. Serving the UK and Ireland, this software vendor delivers adaptable information and library management using a suite of web application hosting services. The company has established comprehensive expertise in the field, having performed over 1100 corporate library system installations.

The software vendor's applications, originally hosted in-house, suffered from low bandwidth and slow data transfers. Facing rapid growth in competition, the software vendor decided to re-evaluate their network management strategy to refocus on their core business development, marketing and library management applications.

The software vendor sought a hosting partner to globally expand their network capabilities and maintain a simple and cost-effective operations environment. Implementing this global network was especially important for the software vendor and its large telecom clients such as Vodafone, a leading global mobile group, and Allen & Overy, a top 5 UK law firm with offices requiring access to information worldwide.

Standardizing On a Single Global Platform

Tata Communications' Managed Storage and Hosting Solution met both the software vendor's immediate requirements and established a future roadmap for global expansion.

With a local data center in Stratford, UK, we were able to provide 24x7x365 monitoring and management from the central Managed Services Operating Center based in Chennai.

The data center infrastructure ensured the software vendor's backup and disaster recovery through firewalls, switching and state-of-the-art storage. As a result, the software vendor could free up their in-house data center with more office space.

Upon implementation, we worked with the software vendor during a Proof-of-Concept phase, which was crucial for the software vendor's global clients. The Proof-of-Concept phase allowed the software vendor's clients to test the new systems and confirm improvements in performance and application enhancements.

With our global platform in place, the software vendor was able to deliver resilience, security, bandwidth, power, backup and 24x7x365 management to their customers' offices worldwide. Backed by Tata Communications' leading Service Level Agreements, the software vendor can fully concentrate on its core business capabilities and service a global client base.

Why the Software Vendor Chose Tata Communications' Solutions

- New market reach
- World-class data center operations with physical security, CCTV, and managed cage environment
- Reliable ITIL (IT Infrastructure Library) framework and SAN (Storage Area Network)
- Improved customer service through our technical expertise and operational excellence
- Regulatory compliance requirements met through the latest patch updates
- Scalable and flexible growth opportunities designed to fit specific needs
- Access to a secure web portal for monitoring and reporting
- Reduction in costs by utilizing our UK data center facility

Future-Proofing

Our Managed Hosting and Storage solution enabled the software vendor to improve performance and reduce TCO by providing a flexible and fully managed service. The software vendor was able to integrate and complement their existing infrastructure, and provide their end user with significant delay reductions, instantaneous downloads and increased bandwidth.

The performance and speed of the system has increased phenomenally since moving onto the new hosting solution

For more information on Managed Storage Services, please visit: www.tatacommunications.com/contact