

Software
Case study:

Consilium Technologies

Partners in the cloud

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Chief Operating Officer
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Consilium Technologies. Partners in the cloud.

Challenge

Consilium Technologies specialises in software for the public sector with a range of applications tailored to meet the back-office requirements of local government. Its products are used in over 100 sites across Britain and the company has enjoyed many years of growth, a trend that looks set to continue with the launch of TotalMobile, an addition to its range that has opened up new customer opportunities in the health and private sectors.

Coinciding with the growth, the company came to the end of its contract with a data centre in the north of England. Headquartered in Belfast, where the majority of its 110 employees work, Consilium wanted a data centre closer to home and a service provider that could deliver a new wave of cloud-based services that made hosting more agile and cost-effective.

Because Consilium takes on the role of ASP (Application Service Provider) and delivers software as a hosted solution from the cloud, it wanted a Tier 3+ data centre that had the reputation as well as the technical competency to give its customers confidence that business critical services would never be at risk.

Network neutrality was also important to Consilium which has a customer base that depends on multiple network connections.

BT Ireland ticked every box and saw off stiff competition to win the contract. “The public sector is very risk averse so the brand name and stability of BT was a big factor when we shortlisted various providers and made our decision,” explained Malcolm Thompson, Chief Operating Officer.

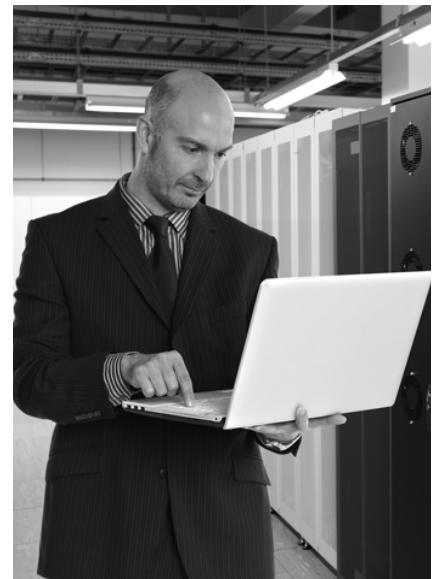
Solution

BT hosts Consilium in a fully resilient environment, built to prevent any single point of failure and ring-fenced to avoid any compromise in performance.

A tech-centric business, Consilium expects to leverage the very latest technology from its service providers. Moving to the BT data centre, it was able to upgrade to the latest versions SQL Server and Windows Server. More significantly, everything was hosted on virtual servers, giving Consilium a new flexibility in line with new cloud delivery models.

Hardware can be quickly provisioned and scaled, allowing Consilium to offer customers the chance to pilot software before purchasing. The terms of the BT contract means they only pay for the extra requirements on a month-by-month basis.

“It’s the first time we’ve had that flexibility,” said Thompson. “We can put in a virtual server, take it out after the trial or ramp it up to the full-blown solution if the customer wants to go ahead. We have constantly increased capacity since we’ve been with BT which proves it’s an approach that has delivered more business.”



Mark Fagan, Head of BT Data Centre Services said that the Consilium contract highlights BT’s depth of expertise: “It’s a demanding solution from a commercial and technical perspective that lets Consilium deliver diverse services to their customer base. It’s testament to our capabilities that we can stand over it.”

The relationship with BT has grown beyond the initial expectations, according to Thompson. “It’s a real partnership. We can go to them at any time and discuss feasibility options for our customers. It’s a big driver for our business having a service provider who can help us devise better solutions,” he said.



Offices worldwide

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01/13

