

Cloud company finds perfect host with BT



“

From the outset it was like chalk and cheese compared to our old data centre; it's been a really positive experience working with BT.

Lorcan Cunningham

Managing Director, Savenet Solutions

”

Case Study – Savenet Solutions

Challenge

Dublin-based Savenet Solutions has been providing cloud backup, disaster recovery and storage solutions since 2005. Fundamental to its business model is a data centre partner that can host its services. Business critical requirements are a robust and resilient infrastructure, a contingency plan in the event of disaster, and predictable costs without any nasty surprises.

A number of issues were creeping in with its last provider that were damaging the relationship. As well as paying too much for rudimentary add-on services, ongoing power costs were running high. “There were things that were really irritating us,” said Lorcan Cunningham, Managing Director. “Extra charges for very little and they wanted us to rent a solution to solve a poor cooling system. It was all hassle we didn’t need.”

Savenet had also outgrown the rack space, so when the time came to renew the contract it made sense to look elsewhere and switch providers. The firm found a vendor that ticked all its boxes in BT, and made the decision to move its infrastructure to the data centre.

Solution

Savenet took rack space in BT Data Centre and is already planning to expand its footprint to support continued growth. As well as providing the capacity to scale, BT is responsible for power, cooling and monitoring, standing over guarantees of 99.95 per cent uptime. With a 24/7 help desk, a new state-of-the-art ticketing system, and plenty of floor space to grow, Savenet has found its perfect hosting partner.

BT Data Centre is certified to the highest levels of security (ISO 270001) and service standards (ISO 20000) as well ITIL accreditation. The recognised skillsets provide a comfort factor, not just for Savenet, which considers them essential, but also its customers. When it comes to the cloud, end users are as concerned about who hosts the offering as the provider.

“We do business in an open and transparent way, telling our customers about the data centres we are using,” explained Cunningham. “The BT brand has been very useful because it gives them an extra level of reassurance.”

Another attraction was having access to BT’s gigabit mesh network and the multiple carriers that connect into BT Data Centre. Savenet needed four different providers to deliver its services, mostly over internet connections, and found the BT proposition much more cost-effective than its previous provider.

“ We do business in an open and transparent way, telling our customers about the data centres we are using. The BT brand has been very useful because it gives them an extra level of reassurance.

Lorcan Cunningham
Managing Director
Savenet Solutions

”

Results

Moving to BT Data Centre has saved the company at least 20 per cent in power and connectivity costs alone, according to Lorcan Cunningham, and he’s found it refreshing to get things done without incurring the extras charges that niggled him about the previous provider.

“From the outset it was like chalk and cheese compared to our old data centre; to it’s been a really positive experience working with BT,” he said. “Moving from one data centre to another can be a very difficult process, but BT was very accommodating and did a great job.”

As a business predicated on cutting-edge technology, Savenet is always open to innovative ideas and is circumspect about whom it partners. Working with BT has delivered benefits by association as well as through technology. “It is a major selling point,” he said. “We are doing more and more business in the UK where having BT as a brand name and partner really helps. They need no introduction.”

Since making the move over three years ago, Savenet has not suffered a single outage. When assistance is needed the ticketing system always elicits a quick response. “BT has been an absolute joy to work with,” said Cunningham.

Case Study – Savenet Solutions

Value

The strategic benefit of working with a multinational provider like BT brings added value. With 48 data centres globally, BT offers Savenet the option of expanding its footprint, taking cloud services closer to international clients. “That is definitely a driving force behind partnering with them. We already have some UK customers using our file share and backup platform, so it’s a nice option to have,” he said.

Many Savenet customers also appreciate that BT is a European headquartered vendor at a time when US cloud companies are unable to give assurances about the security of their data. “The US Patriot Act doesn’t come in to play when you’re with the likes of BT. That is definitely a plus with some of our customers,” said Cunningham.

“ Since making the move over three years ago, Savenet has not suffered a single outage. When assistance is needed the ticketing system always elicits a quick response.

Lorcan Cunningham
Managing Director
Savenet Solutions

”

Core BT services

- Data Centre Services
- BT Cloud Compute
- Managed Hosting

Offices worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to the respective British Telecommunications plc standard conditions of contract. Nothing in this publication forms any part of any contract. Nothing in this publication forms any part of any contract. © BT Communications Ireland Ltd. Registered office: Grand Canal Plaza, Upper Grand Canal Street, Dublin 4. Registered in Ireland No. 141524

Find out more:

1800 924 929

Email: business@btireland.com

www.btireland.com



February 2016