

## Client CASE STUDY

Vivantio were hosting their helpdesk software on servers in their own data centre. Rapidly increasing customer demand meant that they needed to outsource the infrastructure and its support so their focus could remain on the business, developing new features and maintaining high standards of customer service delivery.



### Company and product

Vivantio is a privately owned limited company formed in 2003, providing web based software solutions to customer service and support teams.

Their flagship product is Vivantio Helpdesk, a professional service desk solution available for installation at customer premises and as a fully managed hosted service.

The flexibility and scalability of the software is reflected in the diverse customer base which includes public sector organisations such as the States of Jersey Police and the Royal Academy of Music; corporate customers such as DHL Global Mail and Clerical Medical; and small independent service companies such as Yewtek and Tip Top Technologies.

### Client requirement

The initial requirements were:

- ✿ A Dedicated Server.
- ✿ SQL Server 2000.
- ✿ High and flexible traffic allowance.
- ✿ Support and Monitoring for the service.
- ✿ Fast and clean server response times.
- ✿ Reliable, scalable and secure.

# Solution found

SaneChoice embarked upon looking at a solution to answer all the clients' requirements.

The client decided to go with the below solution as recommended, implemented and supported by SaneChoice.

Windows 2003 Web Edition Dedicated Server	The most appropriate type of configuration for database driven websites is to keep the application separate from the database, SaneChoice recommended a mid range dedicated server to run and deliver the web application.
Windows 2003 Standard Edition with SQL Server	SaneChoice recommended a high spec dual processor dedicated server with high RAM specs to deal with the database needs.
High Bandwidth	SaneChoice provided a package that combined allows for 350GB of transfer every single month. Internal traffic is not chargeable and the distribution of the transfer is flexible between the two servers.
Quality Bandwidth	The servers were housed in a UK based datacenter with excellent firewall protection and links to the Internet.
Support	The client is technically astute and SaneChoice recommended a 24/7 server monitoring support scheme to keep costs low.
Redundancy	The client has many happy customers so reliability was paramount. We instigated a fault tolerant RAID 1 service and made sure the servers uptime and health was monitored from checkpoints around the globe.
Security	Our datacenter is a physically secure site with very limited access, camera recorded operations and various disaster avoidance tools. We also made sure the 2 dedicated servers were in their own private LAN so that Vivantio servers were totally segregated from other servers in the datacenter.

## Client comments

At Vivantio we know that customer service and reliability are extremely important to our customers. So having decided that we needed to outsource the server infrastructure for our hosted service, we looked very carefully for a supplier with similar values.

We ran a trial with one company who were able to meet our technical requirements but fell short of our expectations in terms of service. Response times were slow and we felt we had to chase them to get things done.

We then found SaneChoice and were instantly impressed with the personal service and positive attitude. They worked closely with us to design an appropriate solution and they were proactive during the setup and testing – keeping us well informed of progress.

During the trial period we found their support to be quick and technically proficient. Overall, SaneChoice has provided excellent customer service and is highly recommended.

## Find out more

To find out how SaneChoice can help your business then please visit <http://www.sanechoice.com/> or call us on 08000 336 338. If you would like more information on our featured study then please go to <http://www.vivantiohelpdesk.com>