

## Ideal app hosting for blue-chip clients



NJW partners with hSo to deliver hosted applications to major clients.

### At a glance

#### Challenge

- Offer hosted software (SaaS) to clients
- Host internal systems
- High levels of reliability & security
- Meet growing demand
- Rapidly provision services
- Quick access over the Internet

#### Solution

- VMware® virtualisation
- High-spec hardware
- Robust hosting environment
- Resilient Internet connectivity
- Geo-clustered platform
- Separate VMs for each client
- Separate firewalls

#### Benefits

- NJW now offers SaaS
- Scalability to match growth
- ISO 27001 compliance
- Client satisfaction from rapid provisioning
- Efficient software updates
- 24/7 UK support

## Why they chose hSo

### Credible and ISO 27001 compliant

“We come to hSo because we want an external provider with credibility, who can provide secure, reliable, ISO 27001 accredited services,” said Kevin Fitzpatrick, NJW’s Chief Operating Officer, “so when we fill in a security questionnaire, we can put lots of ticks.”

### Flexible

hSo lets NJW decide how many VMs are provided to each client, specify resource levels for each Virtual Machine (VM), add optional geo-clustering, set client-specific firewall rules, and specify the monitoring required for each solution.

### VMware® expertise

NJW needed a hosting provider that was familiar with VMware – its chosen virtualisation solution – as well as the Linux and Windows elements of its technology stack.

“People come to us for software because it’s not their business. We come to hSo for hardware & hosting because it’s not our business. We could do it, but our IT team is better used elsewhere.”

Kevin Fitzpatrick, Chief Operating Officer,  
NJW Limited

## Challenge

NJW Limited's technology & services help blue-chip companies track and optimise their property & facilities management. Clients include Barclays, British Airways, CBRE, HSBC, IBM, Sodexo, Unilever and WorldPay.

Software packages form a key part of NJW's services and NJW was keen to offer them as Cloud-based managed services. To ensure reliable hosting, NJW chose to outsource to an experienced external provider.

"We wanted a trusted, reliable partner who had the capability and credibility to allow us to sell our joint provision to our clients," explained NJW's Kevin Fitzpatrick.

Each client needed a separate virtual environment. A layer of VMware® virtualisation would protect data security and system stability, and let NJW update each client's installation independently. NJW needed the flexibility to adjust each client's hosting specifications to deliver appropriate computing resources, resilience and monitoring.

"We wanted rapid deployment because sometimes our clients don't give us a lot of notice," added Kevin.

The underlying IT platform had to support a growing client base, and growing use by those clients. It also had to support NJW's own software demos & testing.

**"Our clients can sleep easier in their beds because we can deploy the application quickly."**

Kevin Fitzpatrick, Chief Operating Officer, NJW

## Solution

- **Hosted VMware** – groups of Virtual Machines (VMs), across two data centres
- **Managed Firewalls** – configured for High Availability
- **Internet Access** – dedicated resilient connectivity.

### Reliability

The platform combines enterprise-class hardware, VMware virtualisation software, and resilient Internet connectivity. The VMware platform and storage area network are geo-clustered for resilience, and the solution is monitored 24/7 by hSo's technical support team.

### Security

Each NJW client gets its own separate group of VMs, and its own customisable firewall(s). Physical access to servers is strictly controlled, and the data centres are guarded 24/7. hSo is ISO 27001 certified for Information Security Management.

### Flexibility & scalability

The solution lets NJW specify the amount of memory, processing power, storage, bandwidth and resilience for each client. The hosting platform delivers resources on an industrial scale.

## Benefits

"We're pushing the hosted service against an open door," said Kevin. Numerous global financial institutions use the service. As new clients sign up, NJW can let hSo take care of scaling the hosting infrastructure.

Kevin explains: "As a small organisation, it's easier for us to provide a hosted service than to just sell our software."

Previously, when NJW were updating software on client servers, even trivial changes needed onerous 'change management' processes. "Our developers spent far too much time liaising with clients to get software live – whereas now it's Cloud-based, it's just easier."

Changes still need client approval but are implemented more efficiently, and at lower cost to NJW and its clients.

The new hosted service appeals to major property management firms keen to include the software's capabilities as part of their bids but only if the software can be rolled out rapidly. The solution is perfect for their needs. "Our clients can sleep easier in their beds because we can deploy the application quickly," said Kevin.

## About hSo

hSo is a carrier-independent network service provider. Our managed services span inter-site and Internet connectivity, telephony and data centre solutions, including cloud and virtualisation. To find out more, visit [www.hso.co.uk](http://www.hso.co.uk) or call us on **020 7847 4510**

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