

Nominee: Navisite

Nomination Navisite delivers digital transformation projects across charities and financial services

Digitalisation is perhaps one of the most ubiquitous terms when discussing business and IT – particularly when used in the context of “Digital Transformation”. So, what does it mean to be Digitalisation Company of the Year? For Navisite, the answer is providing clients with a suite of cloud, IT infrastructure and managed services that help them digitally transform their operations and ways of working.

Navisite’s European operation was established in 1988. From its two UK based data centre facilities, Navisite serves customers in the region by providing leading managed cloud services, including multi-cloud Infrastructure-as-a-Service (IaaS), Managed Office 365 and Desktop-as-a-Service (DaaS). Offering a full suite of scalable and secure managed services, Navisite enables enterprises to confidently extend their applications and data centres with VMware and Microsoft Azure hybrid, private and multiple public clouds.

This wide range of solutions enables Navisite to help organisations map their digital strategies, helping them find and implement the right combination of solutions to meet specific needs. It’s these tailored service levels and solutions that distinguishes Navisite from other cloud service providers that provide ‘off the shelf’ products. No matter how complex the right solution is, Navisite’s focus on customer service and operational excellence means their team function as a seamless extension of its clients’ team, allowing clients to focus on its core business and propelling growth solutions.

It’s easy to talk about solutions in the abstract but the proof is in the impact of the projects delivered. In the past year, Navisite has helped transform the operations of several high-profile, industry leading organisations, including Safeline and Mortgage Brain.

ENABLING SAFELINE TO HELP THOUSANDS MORE ABUSE SURVIVORS

Safeline needed new IT systems that could transform the way the organisation and staff worked, and give them the infrastructure to grow their services to help even more survivors. SRD Technology UK and Navisite were selected to provide Safeline with thin client devices, a cloud-based telephony system, DaaS, Office 365 and hosting for business grade applications. These solutions have made it possible for staff to work effectively from any location, significantly cut

operational costs and has grown the Safeline organisation exponentially. This has meant Safeline has been able to help a greater amount of survivors of sexual abuse than ever before.

The project has transformed the way the charity works and supports people affected by sexual abuse. Since implementation, the project has had the following impact:

- With the same budget, Safeline has quadrupled the number of people it protects and supports from 2,000, to 8,000 in one year
- It has grown its team from 9 to 25 people, with new team members up and running within minutes with the simple DaaS solution
- The charity has saved £40-50,000 in operation costs, through:
 - o - Enabling 'hot-desking' and 'working from home' policies which has avoided the need for new premises to accommodate the increase in staff, saving the charity £19,000 a year in rental costs
 - o - Allowing more efficient ways of working, freeing up clinical experts' time to focus more on survivors of abuse. This avoided need to recruit more clinical resource, saving £25,000 per annum

The new IT systems and demonstrable efficiencies have given Safeline a competitive edge over other charities when securing funding. It was crucial to Safeline being selected by the Ministry of Justice to operate the first national helpline and online services for male survivors of abuse – a contract worth £130,000 per annum. Safeline has already had over 32,000 contacts to the helpline.

HELPING MORTGAGE BRAIN STAND OUT FROM THE CROWD

Mortgage Brain specialises in providing Mortgage Advisers and Lenders with integrated products and services to support the UK mortgage process. In an industry which has traditionally been very conventional, Mortgage Brain was already seen as an innovator. However, in order to support the development of a new range of products for lenders, advisers and the next generation of house buyers, Mortgage Brain needed an IT infrastructure as flexible and scalable as it was. After some research, it was soon realised that a cloud-based infrastructure was needed and chose Navisite for its secure and reliable solutions. However, the migration to a new cloud environment was not a straightforward process.

Simultaneously to moving their services online, Mortgage Brain was also in the throes of delivering a project for the UK's largest letting and property agency network (their biggest customer project to date). In order to seamlessly implement the solution, Navisite's solution architects had to quickly forge a close working relationship with the experienced team at

Mortgage Brain so that both projects could be successfully delivered. Deploying an integrated sourcing and point of sale solution to the UK's leading estate agent required several platforms for production, acceptance testing, training and, of course, failover. With Navisite, what once would've required several visits to a physical data centre was achieved remotely and replicated at the click of a button.

Migrating to Navisite's resilient and secure NaviCloud IaaS platform has provided an ideal environment for Mortgage Brain to rapidly create, deploy and manage their innovative solutions whilst conforming to the regulatory requirements that their industry imposes.

IN THEIR OWN WORDS

Of course you shouldn't just take our word for it, so here's what Navisite clients have said of the above projects:

- Neil Henderson, CEO, Safeline, said, "The use of Navisite DaaS has transformed how the Safeline team is able to work and equipped us to provide a reliable service to clients who desperately need life changing support."

- Iain MacKenzie, Technical Services Director, Mortgage Brain said: "As an innovator in the Financial Services sector we continue to build services for mortgage brokers, IFAs and the next generation of house buyer. To enable us to do this we need a provider that can deliver a cloud solution which encompassed flexibility, resilience and security. Navisite has exceeded all of our expectations. Our engineers love the intuitive nature of the NaviCloud platform as well as the rolled-up-sleeves approach that the Navisite team takes in creating the best solutions alongside our technical team."

Organisations and Individual entered must be based in the EMEA region

Why nominee should win

- Broad range of leading solutions, including managed cloud services, including multi-cloud IaaS, Managed Office 365 and DaaS.
- Tailored solutions and managed services that meet specific needs, with an emphasis on client services
- Success in delivering projects that have measurable transformed organisations across sectors, from charities to financial services