



**Company:**

EnwiseN, Inc.

**Industry:**

Technology (software)

**Line of Business:**

HR Service Delivery applications (HR Portals and Knowledge Base, Shared HR Services, Total Rewards, Onboarding/Offboarding), delivered via a Software-as-a-Service (SaaS) model.

**Target Market:**

Businesses of all types and industries, from small and mid-sized businesses (SMBs) to the largest enterprises.

**Location:**

Headquartered in Novato, California with offices around the nation.

**Summary:**

To keep pace with its extraordinary rate of growth, HR Software-as-a-Service (SaaS) provider EnwiseN engaged Savvis to provide a broad range of hosting and network managed services. In addition to boosting performance and scalability by 60 percent, EnwiseN, by leveraging Savvis employee expertise, can better scale its infrastructure to meet its cyclical usage patterns; and focus IT talent on product development.



# HR SaaS Leader EnwiseN Achieves Upwards of 60% Performance Improvement and Scalability as a Result of Transition to the Savvis Managed Network

**Overview**

EnwiseN delivers technology that helps employers use the Web to provide better HR services while reducing the costs. Founded in 1997 to help companies achieve excellence in the delivery of HR services, EnwiseN is today considered the world's leading provider of SaaS-based HR portals, shared services, knowledge base and other service delivery solutions. As such, it empowers customers to leverage HR as a strategic business tool for substantially less cost than would be possible using traditional HR practices.

With a roster of big-name customers – including Yahoo!, Hershey Entertainment & Resorts, and State of Montana – EnwiseN leverages a Software-as-a-Service (SaaS) model to deliver HR service delivery solutions to these and hundreds of other customers. This model gives its customers a measurable return on investment (ROI) in four ways: first, by automating the onboarding process; second, through the portal/knowledgebase, helping employees to get their own answers to HR questions 80-90 percent of the time; third, by allowing shared services operations to manage the highest volume of calls with the fewest number of reps; and fourth; through health care cost containment via decision support tools.

**Challenge**

Expanding at the extraordinary rate of 60 percent annually, by December 2007 EnwiseN had outgrown its existing colocation vendor. “We needed more than just basic colocation services – our rapid pace of growth required it, along with the fact that our customers were increasingly larger enterprises with more stringent performance, security, and data storage needs.” said Deepjot Chhabra, president of EnwiseN.

Additionally, EnwiseN wanted to focus its IT staff on continued product development to meet customers’ evolving needs, vs. hiring more IT staff to manage the infrastructure.

Enwisen evaluated three top-tier outsourcing vendors along a number of parameters: the state of their technology, the capabilities of their data centers, the breadth of client services they offered, the types and sizes of customers they served, and the credentials of the employees providing customer support and consulting services.

Enwisen also needed flexibility due to the nature of its business. "The time between October and December is when employees choose their benefits for the coming year," said Chhabra. "Within that window, all our applications have the highest usage, and we need an infrastructure that can support that peak usage."

Savvis was the hands-on down winner of the evaluation. "Savvis provided us with the very best across all the categories we were evaluating – from the robustness of its infrastructure and the depth of managed services it offers, to the hands-on experience and knowledge of its employees," said Chhabra. "Once the facts were in, the decision turned out to be a clear one."

## Solution

Enwisen contracted the whole gamut of hosting managed and network services from Savvis, including managed compute and managed applications services. Indeed, the breadth and depth of the Savvis offerings was one of the key reasons Enwisen chose Savvis. Traditional outsourcing models fall short, whereas "at Savvis, you get to choose only those services you require," said Chhabra. "There's no need to overbuy, or to patch together a solution from multiple vendors."

## Benefits

After signing the contract in February 2008, the transition to Savvis took place in April 2008, and was accomplished with zero downtime. Immediately, Enwisen saw up to a whopping 60 percent improvement in response time. "We had better bandwidth, better connectivity, faster Web and databases servers – and all these things combined led to a significant improvement in overall performance," said Chhabra.

On the flexibility front, Savvis allows Enwisen to add additional servers during peak times. Coupling this uneven processing load with the rapid growth is a fine balancing act, but "Savvis handles it all beautifully," said Chhabra.

Not incidentally, the Savvis solution was also a much less expensive route to go, said Chhabra. "Not only would we have a single source of accountability, but the Savvis solution came at a predictable cost coupled with a service level agreement that gave us better assurances of business continuity, no matter what happened," he said.

And the attention to customer service on Savvis' end is nothing less than extraordinary, said Chhabra. In addition to the dedicated account manager who is in touch with Chhabra and his staff continuously – on a weekly, if not a daily basis – every quarter the Savvis project manager, the technical leads, and other Savvis employees involved in the account meet to evaluate the quality of service. Then, twice a year, Savvis works with Chhabra and his staff on a more strategic plan in which they review growth projections and assess the firm's infrastructure requirements for the coming months.

## The Future

As Enwisen's business continues to grow at an exponential rate, it's finding that the Savvis name is a definite selling point with prospective customers. "IT and infrastructure professionals at our customers are intimately familiar with the Savvis brand, and hearing that Savvis is our managed hosting provider goes a long way with them," said Chhabra. "More and more of our customers are already Savvis customers," he said. "We certainly understand why. We're depending on them to be the bedrock on which to build our future growth."

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– Deepjot Chhabra,  
President, Enwisen

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