



Investment Software Provider Improves Speed to Market and Cost Efficiency with Savvis Intelligent Hosting

Business Challenge

A developer of customized investment software required a robust, scalable and secure hosting foundation on which to build a successful Software-as-a-Service (SaaS) business.

Overview

For over 10 years this SAS-70 and ISO 9001:2000 Certified company has provided proprietary, value added software solutions to financial service providers and their clients, specializing in the alternative investments, trust, asset servicing, and securities processing industries. The company has two flagship products: a trust portal that consolidates accounting, investment management, reporting, and account review tools onto a single platform; and hedge fund accounting software that incorporates tax knowledge and operational processing best practices from industry experts such as Big Four accounting firms and global fund administrators. The firm counts as its customers some of the world's largest banks, trust providers, hedge fund administrators, fund managers, and accounting firms. By using the Software-as-a-Service (SaaS) model, the company offers its customers a flexible and scalable way to access state-of-the-art functionality via the Web for a lower total cost of ownership (TCO) than possible with on-premise software products.

This firm faced three key challenges. First; the fact that its server environment was not able to scale as new customers came on board made it difficult to meet growth objectives. Second, this lack of infrastructure flexibility resulted in higher capital expenditures and operating expenses, reducing the attractiveness of its offerings to a very price-sensitive customer base. Finally, security was a major issue. Due to the strict regulatory climate that its customers operated in, the firm needed more stringent security measures in place - from a physical as well as network and data perspective.

Company:

Leading provider of investment Software-as-a-Service (SaaS) products for the financial services industry

Industry:

High Tech Financial

Savvis Business Solution:

Savvis Intelligent Hosting

Line of Business:

Customized software solutions for financial service organizations and their customers, primarily focused on alternative investments, private banking, and trusts.

Target Market:

Banks, trust providers, hedge fund administrators, fund managers, and accounting firms

Location:

North America and Asia

Solution

To better understand a customer's business needs - current state, desired state, and future state - so that a comprehensive and appropriate solution can be designed, Savvis has implemented a formal client engagement model known as the Savvis Transformation MethodologySM. There are many forms this assessment and design process can take - RFP technical response, phone interviews with the customer, face to face meetings, solution design workshops, etc. - however STM provides a consistent framework aimed at understanding and delivering against our customers' business needs.

Through in-depth analysis of the firm's business requirements, Savvis designed a flexible and fully virtualized solution based upon its Intelligent Hosting offering, meeting implementation requirements within the customer's extremely demanding timeframes. As a first step in engaging Savvis, the firm migrated its IT operations to Savvis' state-of-the-art data center in Chicago, which is a certified SAS-70 facility. Today, the firm depends upon Savvis' Managed Intelligent Hosting to meet its hosting needs. VMWare and Egenera virtual blade servers deliver a fully virtualized solution that provides higher availability at a lower cost, and can be easily replicated to a failover/disaster recovery data center for continuity or recovery of operations in case of unanticipated events.

Benefits

In addition to immediate performance gains, the firm was able to offload necessary but basic infrastructure management duties to Savvis, which allowed it to focus its internal IT resources on more strategic projects - allowing it to focus on and compete in an extraordinarily volatile marketplace. And as the firm signed up new customers, it was able to seamlessly expand the failover pool to allow for quick installations and high availability.

Because it now has the ability to expand its bandwidth and storage capacity on the fly, the firm can exceed its contract rate for both Internet usage and tape backup without interrupting delivery of customer services. Additionally, Savvis' Dedicated Firewall with Network Intrusion Detection (NIDs) and Log Management can be adjusted to enable the firm to help its customers comply with the industry's numerous regulatory and security requirements.

The Future

By utilizing a fully virtualized solution, the company now has a flexible way to meet its aggressive goal of adding more than 100 banking customers to its client roster over the next two years. The firm also hopes to launch other services based on the Savvis infrastructure. One such service would be hosting customers' external-facing as well as internal Web sites. Another new service possibility being assessed is Savvis Proximity Hosting: since the firm's infrastructure is located in Savvis' Chicago data center, it has the potential for direct, ultra-low latency connection to exchanges such as the CME Group and the InterContinental Exchange (ICE). Because Savvis provides a fully flexible and scalable hosting solution, the firm is now positioned to offer its own customers innovative SaaS offerings at an attractive Total Cost of Ownership (TCO) - which bodes well for the future success of the firm and its own customer base.

**For more information
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