

“Thanks for the assessment, we now know who is “the best” hosting company for us”

WEB DIRECTOR

BENEFITS

- **Business requirements established**
- **Web Hosts assessed & prioritised**
- **Options summarised**

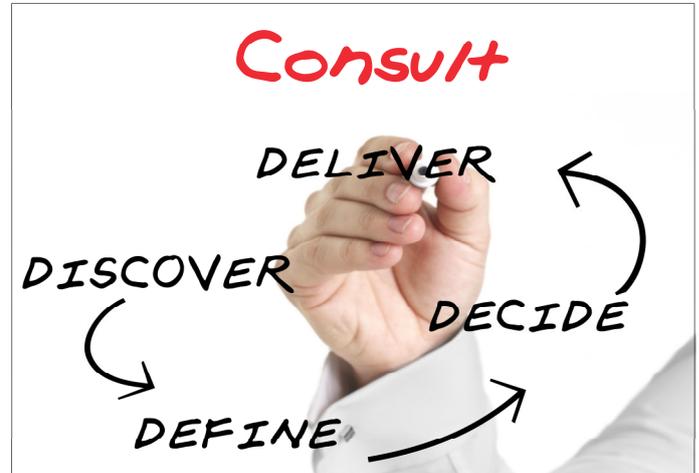
Premier Publishing Business

The business has been through a period of substantial change and was moving rapidly from being a traditional print based business to a multi media business with a heavy reliance on technology and particularly on their web site.

The Client launched a new web site and experienced difficulties with the web infrastructure from the current Web Hosting provider.

Itica was engaged to assess the options available for hosting the Web site with an alternative supplier.

The Client wanted to understand the best the market could offer for Web Hosting and to establish a prioritised list of potential suppliers that could best meet their current and future needs.



Itica

Itica lead the business and market assessment for the Web Hosting requirements for the client. The Discover and Define stages of the Itica process were used to ensure the client established a Web Hosting provider who would meet their current and future needs.

The clients Web Director, the Head of IT and key business stakeholders were interviewed by Itica to establish the business and service requirements and the current status of the services.

A Request for Information (RFI) was issued and scored to an engaged list of “the best” suppliers. Suppliers’ responses and presentations were scored to produce the prioritised list of suppliers who could best meet the requirements.

Our client is dedicated to driving up standards in education and does this by putting the right teachers in the right jobs and giving them the tools to be the very best that they can be. Our client also works with schools and teachers to share their best ideas and practices.

Our client is the market leader for in their sector and also provides the leading search and selection service for school leaders as well as award-winning digital recruitment tools to almost all secondary schools, local authorities, colleges and universities.

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Discover Phase

The business requirements established through the stakeholder interviews were:

- Deliver a platform to enable innovation
- Flexible to allow for business variations
- Scalable to enable future growth
- Resilient to meet recovery targets
- Deliver benefit to Customers

Define phase

The global market for Web Hosting services was assessed and a list of "the best" ten suppliers produced. The suppliers were selected on the basis of their reputation and ability to provide the services required.

Each supplier was approached and their interest in potentially providing service to our Client was established. As a result of this supplier qualification process, only five of the suppliers were willing to consider providing the service.

Itica created the Request for Information (RFI) and this was provided to five suppliers; IBM, Rackspace, Savvis, SunGard and Terremark.

The RFI requested the suppliers to provide information the following areas:

- Governance
- Assurance
- Service
- Commercial
- Quality
- Innovation

Supplier Responses

The suppliers provided a formal response to the RFI which was scored by the evaluation team against a set of pre-agreed criteria. The suppliers were then invited to present their responses. The presentations were also scored by the evaluation team.

Itica consolidated all of the information and presented the Client with a report containing a prioritised list of suppliers who could best meet their requirements.

Also included in the report were recommendations on the timing, cost and process to be adopted when changing to a new Web Hosting provider.

Results

The results of the process showed that one supplier was best placed to meet our clients requirements, providing world class hosting services at a competitive price.



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