

NaviSite Helps Customers Lower TCO, Boost Performance, and Maximize IT Investments with Oracle Technologies

Challenge

NaviSite, Inc. is a premier provider of complex hosting, application management and managed cloud services for the enterprise market. By leveraging its strategic partnership with Oracle, NaviSite helps its customers reduce capital expenses, lower costs, and guarantee measurable service levels.

The need to improve total cost of ownership (TCO) is a key driver for customers who choose to run their Oracle applications on NaviSite's infrastructure. Especially in today's "do-more-with-less" IT environment, the ability to outsource key applications with guaranteed service levels, lower out-of-pocket expense, and instant scalability is an attractive option for businesses at every level. NaviSite designed a system specifically for Oracle applications, leveraging Oracle Linux, Oracle Database and Oracle Real Application Clusters (RAC).

Solution

NaviSite has run Oracle RAC for years and supports a variety of hardware platforms including Sun, IBM, HP, and Cisco Unified Computing System (UCS). Most recently it has built its Oracle managed application services platform utilizing Oracle Database, Oracle RAC, Oracle Linux and Cisco UCS. "We provide complex hosting and application management for customers globally. This combination of hardware and software provides exceptional performance, scalability, and stability," says Barry Reiter, director of managed applications product management at NaviSite. "We also run many of our internal mission-critical systems—including CRM, Oracle Financials, and our customer portal—on Oracle RAC."

NaviSite is an Oracle Platinum Partner, reflecting the company's superior product knowledge, technical expertise, and commitment to Oracle products. NaviSite helps its clients harness the potential of their Oracle applications, including Oracle E-Business Suite, PeopleSoft Enterprise, Siebel, Oracle Business Intelligence, and Hyperion Performance Management applications.

Through close collaboration with Oracle, NaviSite helps enterprises and independent software vendors (ISVs) deploy their software applications in an on-demand environment hosted and supported by NaviSite, leveraging Oracle technologies. The partnership combines Oracle's Linux operating system, Oracle Database and Oracle RAC technology, along with server hardware and network components from Cisco and services from NaviSite, creating a solution with industry-leading performance and availability.



HEADQUARTERS: **Andover, Mass.**

FOUNDED: **1997**

INDUSTRY: **Professional Services**

REVENUE: **US\$126.2 million**

EMPLOYEES: **580**

PRODUCTS AND SERVICES

- Oracle Database with Real Application Clusters
- Oracle Linux Operating System

BENEFIT HIGHLIGHTS:

- Savings of 20–50% compared to managing applications internally
- Predictable, usage-based cost model with upgrades included at no extra charge
- Lower risk with high availability Oracle RAC platform and Cisco UCS infrastructure
- Ability to offer service level agreements of 99.9% application availability, and performance guarantees
- Enables customers to focus on business growth rather than application support

"Because Oracle RAC enables us to scale horizontally, we can offer consistent 99.9% application availability to our customers, along with a 20% performance improvement over baseline—even if their database grows. We could not confidently commit to these SLAs with any other platform."

BARRY REITER
GENERAL MANAGER, ENTERPRISE
ARCHITECTURE AND APPLICATION STRATEGY
NAVISITE INC.

Results

Using a predictable, usage-based cost model, NaviSite leverages Oracle technologies to provide cost-effective IT services to its customers.

- *20–50% Total Cost of Ownership Reduction.* Customers see a cost reduction of at least 20 percent when compared to managing their applications internally or outsourcing to another provider. Says Reiter: “We are able to manage the infrastructure and applications more efficiently than customers can themselves, and this translates to a lower total cost of ownership.” The monthly fee is directly linked to the number of named and self-service users. There is no extra charge for adding disk space or servers to accommodate growing data volume, and new users can be added with no provisioning delay.
- *Higher Availability, 20% Better Performance.* The Oracle RAC platform minimizes risk inherently through its high availability features; the experienced NaviSite staff reduces risk even more by integrating disaster recovery and business continuity into the infrastructure designed for each Oracle application. Oracle RAC also underpins NaviSite’s stringent service level agreements (SLAs). Says Reiter: “Because Oracle RAC enables us to scale horizontally, we can offer consistent 99.9 percent application availability to our customers, along with a 20 percent performance improvement over baseline—even if their database grows. We could not confidently commit to these SLAs with any other platform.”
- *Economical Upgrades.* NaviSite enables customers to maximize their investment in Oracle software by including unlimited upgrades in the management contract. “We remove the roadblocks keeping customers from taking advantage of all the features and functionality of their Oracle applications,” says Reiter. “We know the customer systems, are managing them day in and day out, and have on-boarded them utilizing methodology which fully documents the system and processes, so we can upgrade them faster and more cost-effectively than by other means.” Reiter adds that, with upgrades built into the regular monthly fee, there is no need for a customer to go “tin cupping” to the CFO for extra money when an upgrade is needed.
- *Enabling Strategic Focus.* “We want our customers to focus on adding value to their business, rather than expending valuable resources just to support applications,” concludes Reiter. “We help our customers take full advantage of the Oracle software they’ve purchased, making their employees more productive and their businesses more profitable. From start-ups to enterprise-class companies, the ability to host mission-critical Oracle applications in NaviSite’s managed application services environment provides important benefits in terms of lower cost, improved service, and greater productivity.”

“We provide complex hosting and application management for customers globally. This combination of hardware and software has provided exceptional performance, scalability, and stability. We also run many of our internal systems—including CRM, Oracle Financials, and our customer portal—on Oracle RAC. So really, most of NaviSite’s mission-critical systems are running on Oracle RAC.”

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