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Chris Cowls, CEO,
Eproductive

Opal has the right mix for Sea Bass and Eproductive

Together with Sea Bass Software, Opal delivers a single resilient solution to Eproductive .





Background

Eproductive is a specialist in performance management systems and serves a client base that includes many high profile leisure and charity organisations such as Ramada Jarvis, Hyatt Regency, Sue Ryder Care, British Heart Foundation and Save the Children.

Delivering advanced, tailor-made solutions via the internet, Eproductive relies on technical consultancy from Sea Bass Software, to provide application and software services and to ensure they are available and running around the clock.



Challenge

As Eproductive's technology partner, Sea Bass was tasked with finding a robust, resilient and scalable hosting platform that was capable of dealing with the growing demands of the business. Disaster recovery was also a major consideration in choosing a supplier.

"As Eproductive's client list has grown so has its need for a comprehensive, robust infrastructure," explained Sarah Bell, director of Sea Bass. "With its software-as-a-service business model, resilience and availability are critical in ensuring that services are up and available at all times," she continued.

Chris Cowls, CEO of Eproductive echoed this: "Downtime is simply not an option. The clients we work with operate in challenging and busy sectors and so system downtime would only add to the pressures that they face." A solution with no single point of failure was vital for the company.

Solution

Sea Bass turned to Opal to recommend a solution that would meet these requirements. It proposed a highly resilient hosting platform, based on multiple servers and network hardware to ensure business continuity.

"We have a very strong relationship with Opal and knew it had the expertise to be able to deliver a solution to fit the bill," said Sarah.

"Opal provided us with a complete solution encompassing consultancy, hosting, hardware specification, procurement, professional services and on-going technical support. With Opal's expertise we were able to underpin and deliver our IT applications as well as implement disaster recovery plans through Opal's data centre capabilities," said Chris.

Opal's solution means that Eproductive's clients are ensured a fast, uninterrupted service. The speed of the system means new clients can come on board much faster. Eproductive now benefits from a completely resilient infrastructure that can scale with the business and the needs of its clients.

Based on a solid foundation of hardware and network support supplied by Opal, Eproductive provides its clients with a seamless solution. As Sarah Bell explained: "When it comes to offering software-as-a-service, you need total confidence in all elements of the system, Opal has provided a stable backbone with no single point of failure."

