



Case study

RELIABILITY ASSURED FOR INNOVATIVE



Challenge

- Find a reliable and proven data centre partner to host its infrastructure in Europe.
- Obtain a Tier 3+ environment which would allow Innovative to create the correct environment for hosting, allowing customers to negate the overheads associated with supporting their own hardware and software and create a stable and resilient base for their services.

Solution

- A large enterprise IT environment in Interxion's Dublin carrier and cloud neutral data centre, providing Innovative with access to the necessary data centre footprint to service its European, middle Eastern and African clients and meet their needs.
- Provide Innovative with the required resilient connectivity as well as delivering IT consolidation, implementation, planning and support services.

Result

- 100% availability of Innovative services housed in Interxion Dublin.
- Innovative plan to build on this experience and allow its customers to migrate to host and managed solutions and expand the number of systems hosted in Dublin.

Innovative creates cutting edge products that allow libraries in all sectors to succeed, giving them the freedom to implement solutions that best meet their specific needs using Innovative's versatile and market leading solutions.

Innovative has made a firm commitment to delivering support, development and hosted solutions for the EMEA market. When its Bristol based data centre reached maximum capacity, it commenced its search for an EMEA based tier 3/4 data centre with 24/7 reliability and potential for expansion.

The location of Innovative EMEA support and development office in Dublin and a wish to have this office located close to the data centre facility made Dublin an obvious choice. Following a competitive tender process, Interxion's reputation, location and competitiveness made it the successful data centre provider. Its positive and flexible way of working was also an attractive attribute.

"Our expansion in Europe required a data centre service provider that could deliver the footprint and connectivity necessary to deploy our IT equipment." says Grant McDougall, Director of Operations - EMEA at Innovative. "Interxion has been a solid partner in this expansion and their expertise and support has made our entrance into the European marketplace a seamless one."

About Innovative

Innovative is dedicated to providing leading technology solutions and services that empower libraries and enrich their users worldwide. Innovative offers the broadest and most complete portfolio of library automation products on the market today. Innovative's flagship library services platform, Sierra, is the most rapidly adopted product in library automation history. The company's versatile and market-leading solutions also include the Millennium ILS, the Encore discovery application, Electronic Resource Management, the SkyRiver cataloguing service, and INN-Reach resource sharing. Customers are supported through a 24/7/52 Help Desk, Innovative University, and the CSDirect Web support centre. A recognised leader in library automation software, Innovative has introduced technological advancements for over 30 years. Headquartered in Emeryville, California, Innovative serves thousands of libraries in over 50 countries and has offices around the world.

About Interxion

Interxion (NYSE: INXN) is a leading provider of carrier and cloud-neutral colocation data centre services in Europe, serving a wide range of customers through over 45 data centres in 11 European countries. Interxion's uniformly designed, energy efficient data centres offer customers extensive security and uptime for their mission-critical applications. With over 700 connectivity providers, 21 European Internet exchanges, and most leading cloud and digital media platforms across its footprint, Interxion has created connectivity, cloud, content and finance hubs that foster growing customer communities of interest. For more information, please visit www.interxion.com

Security and reliability

Security and reliability were two of the main requirements when selecting a data centre provider. Innovative needed a data centre with proven capabilities in delivering flexible space and the power and cooling to support its needs. Interxion's data centre not only provided the power and space that was needed, with the option for future European expansion, but it's reputation also offered reassurance to both Innovative and its customers. Interxion Dublin also houses the Irish Neutral Internet Exchange (INEX). This provides further reassurance of continued low-latency internet access.

More substance

Constant uptime is essential for Innovative's business and it was prepared to accept nothing less than the highest SLAs for availability, backed by providers with expertise in delivering them. Interxion's tier 3+ data centre offers high levels of reliability and quality of service. Since housing its data in Interxion Dublin, Innovative has experienced 100% uptime.

Discussing Innovative's vision for the future, McDougall said "We have plans for expansion of both our Dublin based EMEA support and development office and the number of systems hosted in Dublin. As we grow, we know Interxion can accommodate our needs and provide the foundation facilities to enable this expansion."

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Grant McDougall
Innovative



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Cofounder: Uptime Institute EMEA chapter. **Founding member:** European Data Centre Association. **Patron:** European Internet Exchange Association. **Member:** The Green Grid, with role on Advisory Council and Technical Committee. **Contributor:** EC Joint Research Centre on Sustainability. **Member:** EuroCloud.

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