heiler SOFTWARE

Managed Dedicated Hosting | Managed Security I Disaster Recovery

heiler

ABOUT heiler SOFTWARE:

Heiler Software AG is a leading provider of enterprise Product Information Management and Master Data Management solutions. With a motto of 'Turning Data into Business', their world-leading software is designed to easily connect people and data to improve operational insight, efficiency and performance.

INDUSTRY: Technology | WEBSITE: www.heiler.com.au

01 THE SITUATION

Heiler's hosted software platform provides a versatile suite of capabilities. One of these is e-procurement. This enables an organisation to conduct all of their purchasing from one central point from approved providers, at an approved price, using a standard methodology.

When the NSW Departments of Finance and Education selected Heiler's e-procurement service, they demanded the highest levels of security and availability. Unable to guarantee such quality of service from a self-hosted environment, Heiler looked for an appropriate hosting provider. Jason Mallia, Heiler's Country Manager, explains what they required: *"From our perspective, we needed to ensure we chose the right partner, and we needed to ensure the best possible service for the price."*

Heiler went out to tender, and after investigating several alternatives, chose Macquarie Telecom to provide a fully managed and hosted environment for their Software as a Service platform. One of the reasons was our credentials, says Jason Mallia: *"We know Macquarie can do it. They have the capability and the history, the runs on the board."*

02 THE MACQUARIE SOLUTION

We provided Heiler with dedicated servers that deliver complete physical separation for their software platform for peace of mind. Virtualisation of the servers is designed to give them greater flexibility as well as disaster recovery capabilities. The servers are located in our Intellicentre 1 data centre, one of the most secure data centres in Australia. With ISO 27001, ASIO T4 Highly Protected Status and DSD Gateway Certifications, it offers exceptional virtual protection through managed firewalls, intrusion protection and 24x7 monitoring, as well as rigorous standards of physical security.

To ensure high availability for their software platform, we provide exacting service level guarantees so that Heiler can satisfy the requirements of their government customers. These guarantees are backed by a single point of accountability, rapid escalation of any issues that may arise, and expert 24x7 technical support.

In addition, to meet government compliance requirements for geographic redundancy, we set up a disaster recovery environment in Canberra. This connects to Intellicentre 1 via our private Link for fast, secure access.

03 THE RESULTS

Heiler now enjoy a secure and highly resilient managed hosting environment that helps them to deliver the best quality service to their customers. The solution can also scale easily to meet increases in demand for their services. Most importantly, they have been able to achieve a high level of availability, says Jason Mallia: *"There has not been a single outage that has affected the environment during the hours that our customers needed to use the service."*

Of course, nothing in this world runs perfectly all of the time. When issues have arisen, Heiler have been impressed with our speed of response, willingness to take responsibility, and manage the issues through to resolution says Jason Mallia: *"Very few problems are due to Macquarie, and when they are, Macquarie take all reasonable action to fix them. That's all we can ask."*

It's fair to say then, it's not just the quality of the infrastructure, but also the quality of the relationship that is a key factor in our continuing partnership.

CUSTOMER OUTCOMES

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Jason Mallia, Country Manager, Heiler Software

HOSTING SOLUTIONS:

Managed Private Cloud
Some businesses may need the extra assurance of having their applications on separate, dedicated servers. In this secure Private Cloud environment, we can also virtualise your dedicated hardware

Managed Security
Our suite of Managed Security products offers end-to-end, integrated protection. Designed exclusively for business and government, strong Service Level Guarantees help to ensure exceptional security.

Disaster Recovery
We offer a range of Disaster Recovery services to meet every budget and objective, from managed tape backup and restore through to replicating your site on our dedicated virtual Disaster Recovery facility.

macquarie TELECOM