

Specialist Publisher

ResearchResearch is a specialist publisher covering both print and online media. Their focal area is individuals and institutions involved in scientific research. The service they offer covers a wide range of geographies including the UK, USA, Europe, Nordic Countries and Australasia.

“We provide a regular and reliable source of news and funding information for researchers,” said Steve Potter, Operations Manager, ResearchResearch.

“For a smaller company we manage to handle large volumes of data very well,” continued Steve. “Our IT systems are designed and managed so that we can give a robust and reliable service to our subscribers.”

However, from time to time the company has a specific need to offer a one-off service to subscribers that requires additional computing power and storage.

Short-Term Project

“We had a project coming up at the end of 2008 which required us to make a large amount of data available on-line very quickly for a period of about six months,” said Steve. “I decided that the most cost-effective approach would be to outsource this to a managed service provider.”

ResearchResearch was developing the database for this project using FileMaker, a relational database application, and wanted a hosting provider that understood that environment well.

“We contacted a number of potential hosts but only one stood out as being right for the job,” added Steve. “RapidHost responded well to all of our questions, they provided excellent customer references, they offered us advice using their FileMaker hosting experience ... and they came up with the best price as well. It turned out to be a very easy decision for us!”

RapidHost set up five Virtual Private Servers for ResearchResearch and they were made available in good time.

Live On Time

“We went live with the project on time, despite the tight schedule,” continued Steve. “There was a high level of demand for the data from our subscribers in the first few weeks but the system worked just as we had specified and it delivered great performance and reliability.”

The project has run its course and the systems have now been decommissioned by RapidHost.

“From a commercial point of view deploying a large but short-term project like this in-house would not have made any sense.” concluded Steve. “By working with RapidHost we were able to access substantial computing and storage power for just the period that we needed at a sensible cost. And what’s more we also benefitted from their technical experience and hands-on support which proved invaluable, especially as we were able to speak to real technicians without having to go through telephone queues, email forms and continual re-introductions! It was a good decision to work with RapidHost and one that we’ll take again next time we have a similar need.”