

CASE STUDY

WorkPlace

WORKFORCE MANAGEMENT SOLUTIONS

Key Benefits of NaviSite Solution

- Support company's strategic goal of building an additional, SaaS-based application delivery channel
- Align benefits more closely with costs by eliminating upfront capital expenditures
- Reduce customer implementation time – from several months to two weeks
- Support a regulatory compliant environment



WorkPlace Systems Leverages NaviSite's Managed Hosting for SaaS-Based Workforce Management Solution

COMPANY OVERVIEW

WorkPlace Systems, headquartered in Milton Keynes, UK, is a leading provider of workforce management solutions and consulting services to many industry sectors, including retail, contract labor, hospitality, and transportation. With more than 25 years of experience, WorkPlace Systems (WorkPlace) helps organizations improve their financial and overall performance by improving employee utilization, efficiency and effectiveness. WorkPlace solutions include Schedule and Attendance Management, Historical Forecasting, AutoScheduling and Task Management.

WORKPLACE CHALLENGES

WorkPlace has experienced significant growth over the past few years, particularly in North America, where it began working with a major US retailer – with more than 4,000 stores – as a customer. WorkPlace has a suite of on-premises solutions, but realized that a SaaS-based solution would support its market growth goals by enabling it to roll out workforce management solutions more rapidly. At the same time, WorkPlace was sensitive to the regulatory environment in North America, and needed a managed hosting solution that would support its specific compliance requirements.

GOALS

As WorkPlace looked for a managed hosting provider for its SaaS-based workforce management solution, it had several goals in mind:

- **Leverage an alternative application delivery channel** – WorkPlace recognized the strategic value of a SaaS-based solution. It would allow them to aggressively and rapidly address opportunities in new markets and geographies.
- **Partner with a responsive, collaborative hosting provider** – WorkPlace wanted more than just a hosting platform. They needed a managed hosting provider that could partner with them through the entire customer lifecycle, including sales, implementation and ongoing support.
- **Find a managed hosting provider with a strong vision** – WorkPlace wanted a managed hosting provider with a strong technology vision – one that could help them leverage cloud-based technologies down the line.
- **Lower total cost of ownership** – WorkPlace needed a managed hosting platform that would allow them to bring on new customers without significant upfront capital expenditures.
- **Improve deployment times** – WorkPlace needed a SaaS delivery channel that would allow them to deploy services more quickly than through on-premises software.
- **Comply with regulations** – WorkPlace needed a solution – and a hosting partner – that would support their North American customers' current and future regulatory compliance requirements, including Health Information Portability and Accountability Act (HIPAA) and Safe Harbor.

At-A-Glance

Corporate Headquarters:
Milton Keynes, UK

www.workplacesystems.com

**WorkPlace Managed
Hosting Services**

- Managed Hosting Services for Linux and Windows environments
- Platinum-level DBA support
- Firewalls
- Load Balancing
- Backup
- SAN Storage

"Our SaaS-based solution along with NaviSite's managed hosting platform is providing us with a competitive edge in the market."

Alex Davis,
Chief Technology Officer,
Workplace Systems

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BUSINESS IMPACT

WorkPlace evaluated several managed hosting providers, but ultimately chose NaviSite for the strength of its vision and its responsiveness during the sales and implementation cycles. "NaviSite made it a point to understand our business, and was always available and ready to address our questions," said Alex Davis, Chief Technology Officer at WorkPlace.



One important issue was compliance. WorkPlace serves customers, such as pharmacies, that must adhere to strict compliance requirements. "We needed a SSAE 16-compliant solution that would be flexible enough to accommodate additional regulatory requirements," said Davis. "NaviSite worked closely with us to ensure that all of our business, technology and compliance requirements were met."

Once implemented, NaviSite's managed hosting solution yielded immediate benefits. According to Davis, it is an ideal, cost-effective platform that enables WorkPlace to more closely match benefits to costs by obviating the need for upfront capital expenditures. At the same time, customers enjoy a rapid return on their investments since they are up and running in a much shorter period of time. With on-premises software, it typically took several months to get a new customer up and running. This hosted, SaaS-based solution has reduced implementation time to just a few weeks.

NaviSite has also been a strong, collaborative business partner – working with WorkPlace on attracting new customers. "NaviSite has been a great help throughout our sales cycle," said Davis. "They have helped us with pre-sales activities, such as RFPs, as well as with introductions to prospects. They are always happy to talk to customers and prospects on our behalf."

POSITIONED FOR CONTINUED GROWTH

With NaviSite's managed hosting platform, WorkPlace's SaaS-based solution has quickly established an important revenue stream and customer base. And, with the ability to bring on new customers quickly – and at a lower upfront cost – WorkPlace is well-positioned for continued growth as it reaches out to new market segments and geographies. "Our SaaS-based solution along with NaviSite's managed hosting platform is providing us with a competitive edge in the market," said Davis.

For more information about NaviSite Managed Cloud Services, or other solutions, please contact a NaviSite expert at 877-485-9251 or visit us at www.navisite.com