

A CASE STUDY FOR:

RIVO SOFTWARE

BUSINESS

A market-leading software platform for environmental, health, safety and operational risk management.

CHALLENGES

Finding a support package to compliment their technical infrastructure on AWS.

SOLUTION

Fanatical Support for AWS: Rackspace Managed Support combined with AWS Cloud Infrastructure.

OUTCOME

An infrastructure which is evolving and optimising with the help of Rackspace support.





BOOSTED AWS PERFORMANCE WITH RACKSPACE

Rivo is a market-leading software platform for environmental, health, safety and operational risk management. They help 180 clients across 86 countries protect hundreds of thousands of people, assets, environments and profits.

When Rivo attracted significant venture capital investment in 2013, they had the opportunity to take their platform to new heights by investing in a bespoke infrastructure to power their platform. They selected the Amazon Web Services (AWS) public cloud as the right infrastructure for their needs, based on low cost of ownership and scalability. But to get the best out of the infrastructure, they decided what they really needed was to wrap Rackspace Managed Support around it.

THE MISSING PIECE OF THE PUZZLE

Rivo were a long term Rackspace dedicated hosting customer, highly valuing the wealth of expertise, that Rackspace consistently provided as they grew from start-up to international enterprise. But with the opportunity to truly transform their platform and develop new applications and services, Rivo began to investigate the options available to them.

Nik Rhodes, CIO at Rivo explains: "Capital funding was a game changer for our businesses. Whilst we were very happy with the Rackspace dedicated environment, we now had a clean slate to investigate the benefits that could be achieved by extending our platform into the cloud. We researched the options open to us and the AWS public cloud offered the best solution in terms of flexibility, low cost of ownership, scalability

and robustness. When Rackspace launched Fanatical Support for AWS we were over the moon – we felt like we had found the missing piece of the puzzle. AWS technology with Rackspace service expertise are the perfect match for our needs."

Rivo were allocated a Rackspace support team to work with them on the AWS infrastructure design and deployment process. The team guided Rivo through the complicated AWS design process and advised on which technologies would be most beneficial. They utilised default configurations, operational tooling, and AWS expertise to build a highly resilient, fit-for-purpose solution. In addition, they implemented a DevOps approach to automate scaling and machine generation, speed up app deployment, and bring new environments online with vastly enhanced agility and efficiency.

“ THE AWS CLOUD IS GREAT, BUT IT IS EVEN BETTER WITH RACKSPACE SUPPORT. ”

NIK RHODES - CIO at Rivo

"AWS is certainly better with Rackspace support", says Nik. "There are multiple ways of doing things with AWS, and Rackspace really helped us pick out the best options. They brought their wealth of expertise to the fore to deliver real quantifiable results in terms of deployment and the flexibility and agility to experiment, whilst ticking all compliance and regulatory boxes and keeping our own business nimble. The bottom line is that without Rackspace we would have had to substantially increase our own team to achieve the same results. Our platform development is about a year ahead of where it would have been without Rackspace."

A SPRINGBOARD FOR FUTURE GROWTH

With bespoke AWS infrastructure intensively managed by Rackspace, Rivo have the agility to keep on experimenting, and can jump into new opportunities going forward. They are incorporating Object Rocket to boost application evolution and create more responsive automated scalability. They are investigating managed database hosting services and optimal configurations to help utilise business intelligence, big data and the Internet of Things. And finally, they are in the process of implementing their original platform from dedicated hosting to the AWS cloud, again with Rackspace Managed Support.

“We have lots on the radar over the next year and beyond”, says Nik. “We hope to achieve daily deployments with AWS and Rackspace over the next 12 months. We are a truly agile business, we are doing things we thought were way down the line for us, and are better placed than ever to provide our customers with the market-leading protection they have come to expect from our platform. The AWS cloud is great, but it is even better with Rackspace support.”

ABOUT RACKSPACE

Rackspace (NYSE: RAX), **the #1 managed cloud company**, helps businesses tap the power of cloud computing without the challenge and expense of managing complex IT infrastructure and application platforms on their own. Rackspace engineers deliver specialised expertise on top of leading technologies developed by OpenStack®, Microsoft®, VMware® and others, through a results-obsessed service known as **Fanatical Support®**.

Learn more at www.rackspace.co.uk

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