The Client

ARES PRISM is a world-class provider of integrated project management software solutions used for managing and reporting on project cost, progress and performance data. Their global user base uses ARES PRISM to manage everything from standalone individual projects to multi-billion pound programmes and portfolios. In addition to performance management software, they provide consultancy, training and support to clients for managing and controlling complex projects.

ARES PRISM serves a broad range of clients who manage multi-year, multi-site, multi-billion pound projects that are highly complex, drive significant cultural change, and demand high levels of security and cost control. Typical programs encompass a wide range of projects across many sectors to include large complex infrastructure programs, oil & gas, mining & metals, chemical plant, energy & nuclear, government auditable defence projects, and various other types of projects across both private and public sectors.

The Challenge

The very nature of the user base and typical client profiles means that the technology used to support sophisticated project management needs to be highly secure, consistently available, and strictly adhere to both national and international certification standards.

For some clients, these requirements necessitate that all technology and data is stored 'on premise'. However, as the technology landscape changes, and the desire to 'own' data centres diminishes, they also want to be able to offer their clients choice in where to run their technology and where to store their data.

Many ARES PRISM customers are looking to move from an 'on-premise, owned' business model to one which takes the burden of cost and management away from their already busy IT or internal teams. They

want their PMS solution to be provided 'as a total service'. In order to make this possible, the company needs the software it provides to be hosted for its customers.

In addition to an 'enterprise class', 24/7 service, accompanied by full security, backup and recovery capabilities, customers also prefer a predictable cost model based on set metrics such as the number of users. They would rather pay an agreed monthly fee than receive unexpected IT costs.

The Solution… powered by BlackBox

ARES PRISM has partnered with BlackBox Hosting to offer full end-to-end cloud services; from initial consultation and planning to deployment and on-going support of the IT platform. Powered by BlackBox Hosting, but offered to clients as a PRISM remote hosted service, the solution provides a seamless, scalable, and quality IT infrastructure to their customers who rely on optimised performance. It is backed-up, resilient and secure, with guaranteed availability.

No matter how complex the cloud and software hosting requirements might be, the data centre experts at BlackBox Hosting can deliver mission-critical software as a managed service from its state-of-the-art, secure, Tier-3 data centres, catering to all sizes of organisation.

ARES PRISM customers can now benefit from accessing their systems and information from anywhere in the world, at any time, providing they have an internet connection.

Why BlackBox?

In short, BlackBox Hosting is responsive to the needs of ARES PRISM and their clients, providing a service that is tailored and flexible but also competitively priced. Their client profiles require that they need a hosting company to provide an 'enterprise class' hosting service with fast connections and state-of-the-art backbone technology. The fundamentals of a secure, reliable and available service must also be guaranteed.

Of course, a solid hosting technology foundation is just one part of a company's strategic decision. Our goal at BlackBox Hosting is to build long-term relationships with our partners, founded upon two key principles:

- We want to work with organisations that have a similar ethos and attitude, demanding professional excellence in everything they do.

- We want to make the commercial proposition work for all parties, which for ARES PRISM meant delivering for its clients with the best service at the best price.

At BlackBox Hosting, we recognise that long-term relationships will evolve, grow and change over time. With this in mind we challenge ourselves daily to work closely with our partners in order to adapt rapidly, and constantly improve.

> We chose BlackBox Hosting because they were, and continue to be, very responsive to our needs. Their services are customised to our requirements at a price that is very competitive.

Lateef Daly
Director of Sales, Europe and Middle East