

Where do you stand on hosting?

Servo holds a simple view on the vast topic of hosting. If there's a potential business case, it's worth investigating further. If not, it's a subject to park for now. You may or may not relate to the issues in this pocket guide. As a rule of thumb, where more than half the issues strike a chord in your organisation, there's probably a business case to be investigated.

We don't hold a biased view of hosting. We're just as happy to support traditional IT infrastructures (as we do for over 3,000 organisations) as we are to provide a hosted solution. It's simply a case of what's best for the specific customer situation.

To find out if you'd be better in a freeworld, just speak to your account manager. They can arrange for one of our consultants to take an initial look at your circumstances to determine where you stand. All without obligation of course, after all, it is a freeworld.



Hosting:

Perfect for some organisations not all.
See where you stand inside.



**The pocket guide
to issues supporting
the business case for hosting**

Freeworld

The IT industry keeps talking about the endless benefits of hosting computer facilities outside your organisation. Even the facts and figures from respected industry analysts such as Gartner, Forrester and IDC point to hosting as the platform choice for business. But is it right for your business.

In **freeworld**, Servo has one of the most sophisticated, well established and resilient hosting environments of its kind; with a client base to match. But we also support over 3,000 traditional IT environments across the length and breadth of the country. This means we're not biased in favour of either approach – just committed to providing the best advice for each individual client situation.

In our work to date, we've taken a careful look at over 60 Servo clients that have migrated to the **freeworld** service; establishing 77 primary issues in 6 categories that are evident in organisations that benefit from hosting. These issues provide an initial indication, drawn from the real world, as to the appropriateness of hosting to your organisation. Take a few minutes to consider the facts and you'll confirm whether hosting is something for your inbox or waster paper bin.



In a freeworld:
there are benefits for organisations with environmental issues

Research amongst Servo clients that have a business case for hosting have:

- A need to reduce their carbon foot print
- An issue with the level of energy consumption
- A policy of reducing travel within the organisation
- Air conditioning issues at certain times of the year
- A commitment to greater recycling
- Increased customer & public expectations of their environmental credentials
- Others to be discussed



In a freeworld:
there are benefits for organisations that need to comply
with legislation

Research amongst Servo clients that have a business case for hosting have:

- Hard copy documents to digitise and store securely
- Significant document archiving requirements
- Professional body compliance requirements – for example from the FSA, Law Society, etc
- Increasing demands on storage capacity
- The need for failsafe back-up and recovery systems and processes
- Others TBA



In a freeworld:
there are benefits for organisations that need to make IT
more accessible

Research amongst Servo clients that have a business case for hosting have:

- The need to provide customers and suppliers with secure access to information
- To support remote working by employees and contractors
- To reduce the time taken for systems maintenance
- Adopted new communication devices such as Smartphones, PDAs and Blackberrys
- Facilitate round the clock working and extended opening hours
- Others TBA



In a freeworld:
there are benefits for organisations that need to make IT
more cost effective

Research amongst Servo clients that have a business case for hosting have:

- Reduced capital budgets
- Escalating property costs
- Escalating energy costs
- Headcount freezes & reductions
- The need to allocate IT costs at a departmental level
- Others TBA



In a freeworld:
there are benefits for organisations that need to make IT
more adaptable

Research amongst Servo clients that have a business case for hosting have:

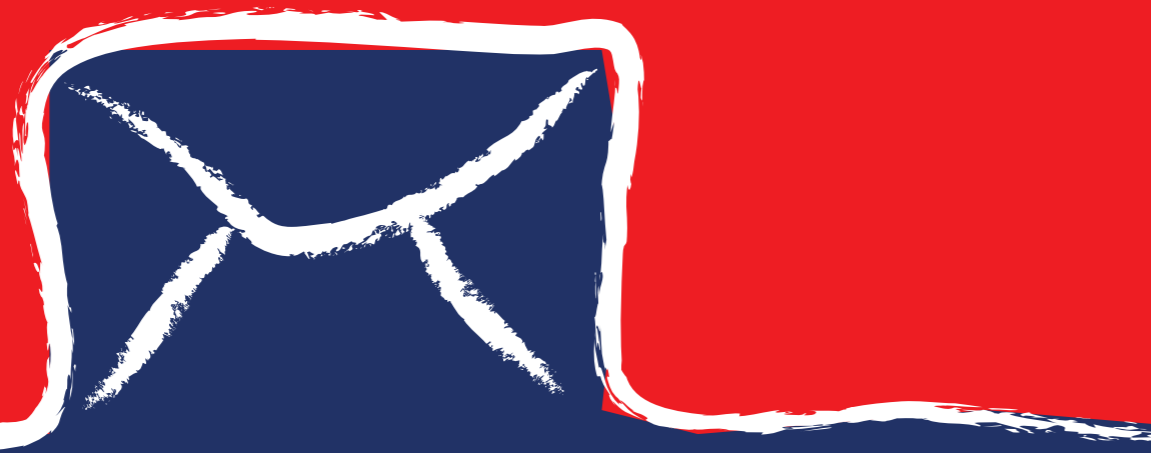
- Reducing project timescales
- The need to react faster to changes in their markets
- Increased competition locally, nationally or internationally
- Growth constraints within their current IT systems – such as storage capacity, processing power and licensing
- Time, budget and resource constraints within the IT function
- Others TBA



In a freeworld:
there are benefits for organisations that need to make IT more business focused

Research amongst Servo clients that have a business case for hosting have:

- A requirement to focus IT personnel and resources on supporting the business, rather than supporting the technology
- To meet service level agreements (or need to propose service level agreements) within the organisation
- To change IT support from a reactive to proactive function within the organisation
- Broad level representation for IT in the organisation
- Others TBA



In a freeworld:
there are benefits for organisations that need to address
application issues:

Research amongst Servo clients that have a business case for hosting have:

- High availability & performance requirements for a business critical application
- A licensing management issue for widely used applications
- High dependency on email availability
- Email issues around archiving, mailbox sizes and user management
- Incompatibility issues for core business applications
- User upgrade programmes
- Other TBA



Freew^oorld

In a freeworld:
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application issues: