Adaptavist

ADAPTAVIST CHOOSES RACKSPACE AND VMWARE TO DELIVER NEXT LEVEL PLATFORM FOR ENTERPRISE CLIENTS

BUSINESS

Headquartered in London, the IT services company, Adaptavist, provides premium professional services, support, managed services and Atlassian add-ons to some of the world's most complex enterprises.

CHALLENGES

Adaptavist wanted to ensure it could provide its rapidly growing enterprise customer base with a reliable and scalable platform, while at the same time have a provider that could offer the support they needed to meet their own business objectives.

SOLUTION

Rackspace Private Cloud powered by VMware

Public Cloud with VMware.

OUTCOME

Through consultation with Rackspace, Adaptavist moved its infrastructure to VMware's private and public cloud, supported by Rackspace expertise. With the new infrastructure in place, the IT services company can save time, respond to client needs and innovate new service offerings backed by the right technical platform and fanatical support.

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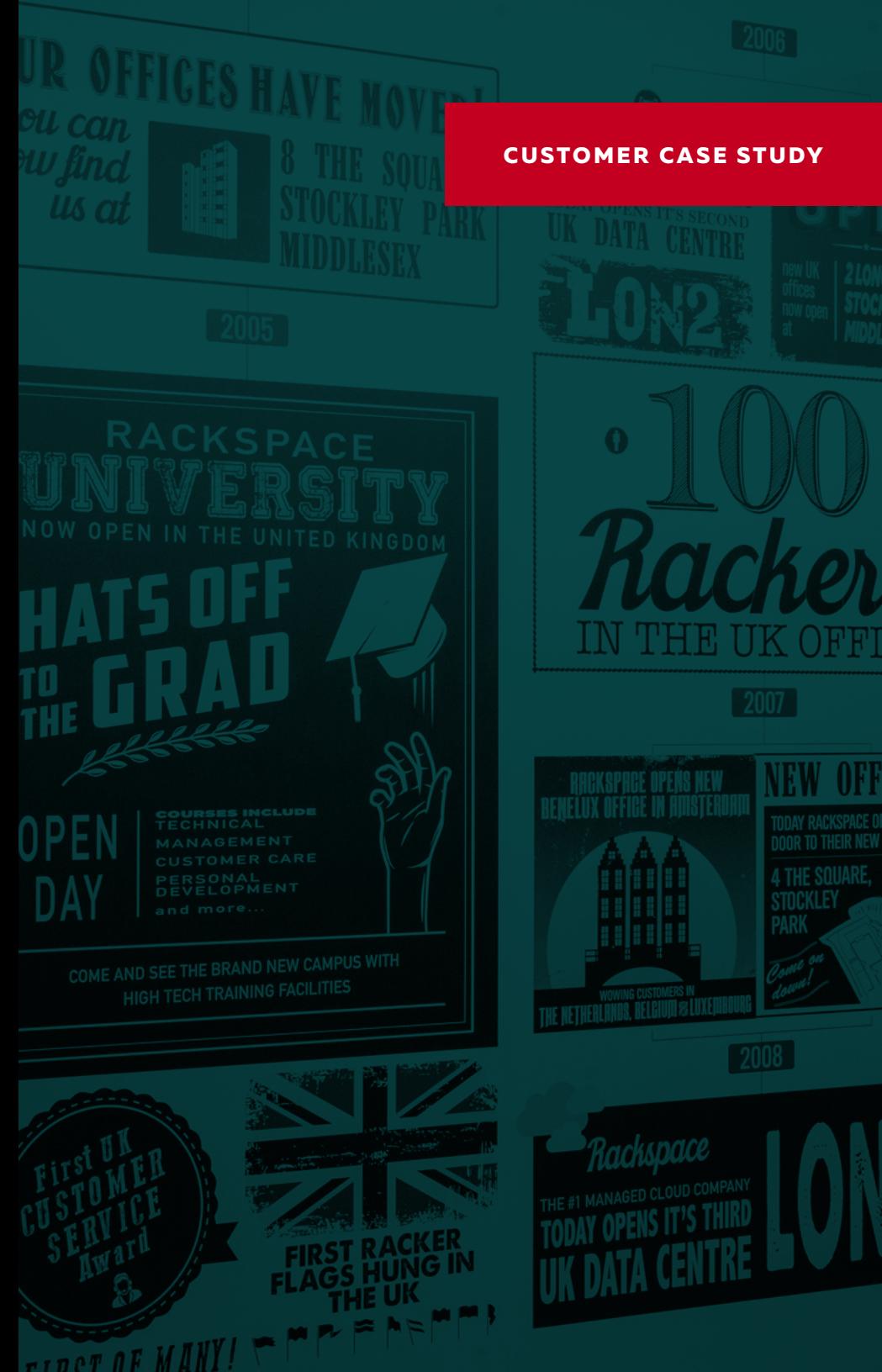
Established in London back in 2005, the team at Adaptavist help some of the world's most complex enterprises create, deliver and manage software better. By taking a holistic view of the software development lifecycle, and the tools used to deliver and manage it, Adaptavist helps its clients improve collaboration, velocity and competitive advantage.

"Since our inception over ten years ago, we've seen IT and software move from being a tactical resource, to one of vital strategic importance for businesses of all shapes and sizes. Business software is now at the core of most organisations, meaning compliance, scalability and availability are paramount," says Tom Lasparini, Chief Operating Officer at Adaptavist.

GROWING PAINS

Specialising in application lifecycle management based on the Atlassian stack, Adaptavist is a long-standing Atlassian Platinum Solution Partner' for the Enterprise. Its services and software is used by over half of the Fortune 500 and it helps them get value from applications such as JIRA, Confluence, Bitbucket, HipChat and Trello.

Trefor James, Head of Operations, revealed, "As our business expanded, we wanted to ensure we could provide our clients with a reliable, secure and scalable platform. However, it quickly became clear that as we grew and our clients got bigger, that the cloud services we were using weren't up to standard and couldn't provide the level of support we required. For the business to continue its upward trajectory, not only did we need to provide quality support, but our clients needed to have confidence in our cloud services. It would be this that would help push our business to the next level."

LIKE-MINDED EXPERTISE

Beginning its search for a new cloud provider, Adaptavist had initial discussions with Rackspace. "It was clear from the first conversation that Rackspace had the expertise we required. It wasn't stuck to its own agenda, and wanted to provide us with the best options for our business. In fact, it was this trust in Rackspace that lead us to using

VMware. A few members of our team also had experience working with VMware and knew the capabilities of the platform, and how it easily integrates with toolsets. It's also simple to build out and automate the VMware service over time. To be honest, it was an easy decision", says Tom. "The combination of private and public cloud from VMWare and support from Rackspace has helped us pursue bigger and more complicated enterprise companies."

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TOM LASPARINI :: CHIEF OPERATING OFFICER, ADAPTAVIST

The team has already seen rewards from the new platform. "A client of Adaptavist, for which this new platform has proved effective, is the John Lewis Partnership, one of the UK's biggest retailers.", said Tom. "They needed a platform where the value of the JIRA and Confluence enterprise tools could be maximised, so turned to Adaptavist as a strategic delivery platform. The team was able to meet the high expectations of the client, and achieve the service level agreement of 99.9% utilisation."

FULL STEAM AHEAD

For Adaptavist, which value the importance of offering dedicated support, a great experience and responsiveness to its clients, it's the expertise provided by both VMware and Rackspace that has really impressed them. "We chose Rackspace in the first place because of its unique expertise, and we've not been disappointed. The level of support has been most impressive, and we are constantly in touch with the team, making it a truly effective and flexible partnership.

With other cloud providers, you are sold a solution that you just need to run with – 'one size fits all'", says Trefor. The smooth working relationship that has been fostered, means the team at Adaptavist has been able to focus on providing support to its own clients, not building and managing the infrastructure, saving huge amounts of time.

With the VMware platform in place, and the partnership with Rackspace delivering effective management, Adaptavist can look to the future. "Change and demands on IT, software and applications are only going to get faster and more challenging. We are focused on helping the world's most complex enterprises respond to disruption and opportunity. They need to adopt the tools, processes and approaches that will help them compete and outperform their competition. We know that we ourselves, now have the infrastructure in place to be up to the challenge.", said Tom.

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ABOUT RACKSPACE

Rackspace, the #1 managed cloud company, helps businesses tap the power of cloud computing without the complexity and cost of managing it all on their own. Rackspace engineers deliver specialised expertise, easy-to-use tools, and Fanatical Support® for leading technologies including AWS, Google, Microsoft, OpenStack and VMware. The company serves customers in 150 countries, including more than half of the FORTUNE 100. Rackspace was named a leader in the 2017 Gartner Magic Quadrant for Public Cloud Infrastructure Managed Service Providers, Worldwide and has been honoured by Fortune, Forbes, and others as one of the best companies to work for.

Learn more at www.rackspace.com/en-gb or call us at **0208 734 2600**.

ABOUT VMWARE

VMware, a global leader in cloud infrastructure and business mobility, helps customers accelerate their digital transformation. VMware enables enterprises and service providers to master a software-defined approach to business and IT with VMware Cross-Cloud Architecture™ and solutions for the data center, mobility, and security. With 2015 revenue of $6.6 billion, VMware is headquartered in Palo Alto, CA and has over 500,000 customers and 75,000 partners worldwide.

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