



Dome BSPM Case Study



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Software as a Service



HIGHLIGHTS

- UK's leading Mechanical, Electrical and Power Certification, Commissioning Management and End User Documentation consultants
- High Profile Clients include Merrill Lynch, Exxon Mobil and the Ministry of Defence
- Smooth Transition to Web-Based Delivery Model has Improved the User Experience

A Collaborative Internet Application Managed by a Reputable Provider

Dome BSPM Ltd is the UK's leading Mechanical, Electrical and Power Certification, Commissioning Management, and End User Documentation consultants in the property development and construction industry.

They wanted an efficient way to collate all of the detailed information that makes up a building's Operating and Maintenance manual. So, they came up with Dome Connect. When they decided that they needed a reputable partner to host the Dome Connect application, they turned to NaviSite.

Internet Collaboration

Dome works with major institutions, world banks, leading developers, government bodies and project management organisations on complex projects and data centres worldwide. Recent work includes projects for The Ministry of Defence, The Royal Bank of Scotland, Merrill Lynch, Wellcome Trust, Standard Life, Exxon Mobil and BT.

A fundamental aspect of Dome's projects is the production of an Operating and Maintenance (O&M) manual for any development under construction or refurbishment. This is the guide for the owners/tenants of any building and details all aspects of the building from the structural metalwork and concrete, through to the mechanical and electrical services, doors, windows and cleaning systems. Dome decided that assembling the O&M manual was ideally suited to an internet-based collaborative environment and went on to build the Dome Connect application.

"The information for the manual comes from the many different organisations involved in the construction project, just like a big and complex jigsaw puzzle," commented Harvey. "So, it seemed logical to us that if they could all provide their piece of the jigsaw in a standardised way using the Internet as a common access platform, that would make the whole thing much easier to manage. Dome Connect does just that."

With Dome Connect ready to run, Dome wanted to find a partner who could build the environment and deliver the application as a secure and reliable managed service.



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"We wanted to make sure that we hosted Dome Connect with a highly-reputable provider, as our clients wanted professional confirmation of who was behind the system that they'd be using. Once we had identified NaviSite, we knew that our clients would be more than happy."

-James Harvey,
IT Manager

Reputable Managed Service Provider

Dome lacked the expertise in managing the infrastructure side of the Dome Connect system, and the company was concerned that the applications evolutionary nature could leave them with a difficult situation in the future.

"We wanted to make sure that we were working with someone who would help and guide us in matters of configuration, bandwidth and security, rather than just sell us their Hosting Package A or B," said Harvey. "NaviSite met the bill on every score, and we were particularly impressed with their attitude to bandwidth usage as we were unsure what profile Dome Connect would evolve into."

The O&M manual includes literally thousands of pages of highly technical information, each of which needs to be uploaded and downloaded via Dome Connect. This means that it is very difficult to predict traffic volumes.

"NaviSite's bandwidth policy is well suited to our needs," continued Harvey. "We are not faced with punitive 'overage' bills if we accidentally stray over the pre-set bandwidth limit. Sometimes a number of projects coincide, and we have more than expected data levels being transferred. In addition, Dome Connect carries Dome's reputation for quality right into our clients' offices, so it must match our service excellence and performance," added Harvey. "Even little things like the time it takes to upload a file can make a difference to the way that our clients view us."

Concluded Harvey, "The transition to NaviSite's hosting service was very smooth. We are already seeing improved client satisfaction due to the increased bandwidth and availability of the system. I'm very pleased that we chose NaviSite."

About NaviSite

NaviSite provides IT hosting, outsourcing and professional services for mid- to large-sized organizations. Leveraging a proven set of technologies and extensive subject matter expertise, we deliver cost-effective, flexible solutions that provide responsive and predictable levels of service for our clients' businesses. Over 900 companies across a variety of industries rely on NaviSite to build, implement and manage their mission-critical systems and applications. NaviSite is a trusted advisor committed to ensuring the long-term success of our customers' business applications and technology strategies. NaviSite has 14 state-of-the-art data centers and eight major office locations across the U.S., U.K. and India. For more information, please visit www.navisite.com.