

SAPOTEK CASE STUDY



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*- Joshua D. Rand,
CEO
Sapotek Inc.*

Since 2002, Sapotek, Inc., has been delivering comprehensive, yet affordable Web-based solutions to serve the increasing global demand for Internet-based software. The solutions allow anyone with access to the Internet to have a free Web-based desktop that mimics the look, feel and functionality of their own personal computer.

THE CHALLENGE

Sapotek created the first Web-based desktop of its kind in Spanish, Computadora.de, which has generated over 100,000 subscriptions from around the world. The company continued its growth by developing a new, enhanced version of its world class desktop in English, Desktoptwo. The product expanded Sapotek’s global reach, generating approximately 175,000 subscriptions.

With this substantial growth came new challenges for Sapotek and they soon realized they needed “an experienced hosting partner that made sense,” said Joshua Rand, CEO of Sapotek.

The first challenge was to transfer their data and equipment to a new data center in a timely, efficient manner. “As our company continued to develop and become more complex, it became clear that we needed the right help in managing the IT side of things.” Sapotek’s overall goal was to cut costs while adding to their current level of service so they could bring an additional level of service to their own customers. “The Sun Startup Essentials (SSE) program was an ideal situation for us because it combined the best of both worlds - NaviSite’s hosting experience with Sun’s engineering.”

As Sapotek expanded, they were forced to use third party developers - which cost them both significant time and money. And with subscriptions increasing, the company had concerns regarding scalability and the ability to add on additional services as the company grew.

Sapotek was also looking for more flexibility and better responsiveness from its service provider. “Relationships are key,” said Rand. “The challenge was to find a reliable, experienced business partner we could continuously rely on and trust.”

SOLUTION

The physical move of the servers and equipment was the first step to take. “The move went without a hitch,” said Rand. “The folks at NaviSite worked through the night...and they kept me up-to-date throughout the entire process. Everything went accordingly to schedule.” But, the move was just the beginning.

With Sapotek’s core products generating approximately 275,000 subscriptions combined, they needed a provider that could support approximately 8,000 - 10,000 users concurrently. Rand summed up his experience with the SSE program this way: “By leveraging the partnership between Sun and NaviSite, we’re able to cut costs and ensure our services are up and running for our customers. We can scale and add services as we grow - and customer support is second to none. Our investment is truly coming back to us tenfold.”

“We knew Sun and NaviSite had a great relationship and it’s something we wanted to leverage,” he added.





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There was a certain comfort level Rand spoke to that suggested a true partnership would benefit his business. And from a customer service perspective, Rand noted that it was the “finest customer support I’ve ever encountered. The people at NaviSite responded in a timely manner and they paid attention to minutia of the details.” Rand mentioned that the attitude of the team and the ability to listen carefully to his requests were remarkable. “It’s all the little things that matter,” he said.

NaviSite and Sun was an obvious choice. “It gave me the confidence that when our customers use our service, they’ll have the best experience possible,” he added. “As we grow, we don’t have to worry about adding more customers to the system - we’re able to increase scalability to the nth degree.” Rand also explained that NaviSite’s additional breadth of services gave his company excellent alternatives, moving forward.

RESULTS

Rand described his experience with NaviSite and Sun and the SSE program as very beneficial to Sapotek.

“We’ve reduced our monthly recurring fees by 40%, but more importantly, we didn’t have to compromise on anything. We’ve cut costs and have better service. You can’t beat that,” said Rand. He went on to say that the SSE program eliminated the need to purchase more equipment and the opportunity costs of looking for and procuring 3rd party vendors decreased “dramatically.”

Rand also talked about transactional efficiencies. “We got the expertise of the Sun and NaviSite technicians, which freed up additional resources on our end - which, of course, adds to the bottom line and gives us the ability to focus on our business.”

ABOUT NAVISITE

NaviSite is a leading provider of application management and managed hosting solutions. Customers depend on NaviSite for application development, implementation and management on its web infrastructure platforms in 16 state-of-the art data centers supported by more than 700 professionals. NaviSite provides customized and scalable solutions leveraging its broad range of application development capabilities, packaged software implementation expertise, deep portfolio of best in class technologies and a full suite of web-hosting and internet infrastructure options. For more information, please visit WWW.NAVISITE.COM.

Contact Us

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