

The SaaS solution from Dimension Data allows a forward-looking way of working, delivering increased cost efficiency with streamlined and transparent processes – by concentrating fully on core business



Challenge

- Ever increasing customer demands: provision of highly available, scalable and secure cloud solutions for end users
- Intense competition and price pressure



Solution

- Use of the Managed Cloud Platform™ from Dimension Data as a runtime environment
- Installation and custom configuration of infrastructure components such as server, storage and network services in the virtual data centre
- Migration of the project management software PROJEKTA® to the cloud as SaaS



Result

- Optimised investment costs, stricter security standards as well as transparent infrastructure services in the framework of SaaS as a usage-oriented billing model
- Maximum security through globally available and flexibly scalable backup and disaster recovery as well as compliance with numerous certification standards
- Flexible and dynamic adaptation of the cloud infrastructure to match customer projects and load fluctuations

“Anyone who ignores **the cloud** will lose out in the long term.”



Bernd Langer, CEO of
BBL-Software GmbH

Challenge

Enormous challenges for software providers

The challenges for software providers are enormous, be it from an increasingly saturated market, growing numbers of providers, the professionalisation of open source providers, increasing cost pressure or growing demands from customers for providers to understand their business model and the nature of the associated problems and to develop appropriate solutions in response. Only those who can generate genuine economic value added with their software solutions can prevail successfully in the long term. And cloud solutions or Software as a Service (SaaS) hold enormous potential in terms of customer acquisition and customer satisfaction.

Expensive and risky processes

Traditionally acquired software entails purchasing licences, signing maintenance contracts, setting up infrastructure and planning migration and integration processes. This is often a long and costly business with many risks. Once installed, regular software updates and security measures need to be implemented by customers – activities that often result in malfunctions and usage restrictions. That means having personnel available as well as test and integration systems in place. Software provider BBL-Software moved its infrastructure to the cloud some years ago in order to save both its approx. 80 customers and the company itself these added costs and to be able to continue to offer its own turnkey and web-based software solutions for project management.

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Solution

Cooperation for optimised cloud infrastructure

BBL has been using the cloud platform of the global IT service provider Dimension Data since 2014. The aim was to optimise the cloud infrastructure in which BBL offers the SaaS solution to its end users. “Our contacts at Dimension Data understand our business, which means we can now offer our customers a better quality SaaS solution,” comments Bernd Langer, CEO of BBL-Software GmbH.

In addition to excellent customer support and affordable prices, Dimension Data’s Managed Cloud Platform™ delivers many benefits. The global IT service provider guarantees 99.99 % infrastructure availability as well as network performance and fast response times and low latency. What is more, the simple integration of application programming interfaces (APIs) enables users to configure the cloud environment as they wish and supports a high degree of automation.

Integrated load balancing software handles requests, automatically smoothing out load peaks across a number of servers. Last but not least, the partnership with Dimension Data and IT provider BBL’s network provides access to new potential customers.

PROJEKTA®, a software solution for project management from BBL-Software, provides small and medium-sized enterprises (SMEs) with all the functions, content and processes they need for everything from project planning through to billing. Versions are currently in development for schools, entrepreneurs and public service providers. Small and medium-sized enterprises (SMEs) in particular often balk at the purchase of enterprise software, as this can involve high initial investment costs. Cost pressures on IT departments as well as the increased desire to achieve standardisation in IT are, however, the reason for many companies to consider buying software in the form of an SaaS solution. Even though cloud computing and pay-as-you-go models can already be seen as a commodity, there are in some cases still a few prejudices to be overcome, which may be a result of the fear of losing control of confidential data. Since the NSA scandal in particular, customers also want to have their data in Europe and not in the U.S. and are becoming increasingly cautious.

Migration – configured to custom needs in 4 hours

In this specific case, BBL-Software was granted access to Dimension Data’s Managed Cloud Platform™ as a runtime environment and was able to install and custom-configure infrastructure components such as server, storage and network services in the virtual data centre in a fast, streamlined manner.

- Migration of the project management software PROJEKTA® and the sector-specific solutions Makler Pro and Ö+ into the new runtime environment
- Successive migration of customer projects to Dimension Data’s new cloud environment
- Installation of an independent environment for each customer
- Backup solutions

The key challenge lies in integrating the SaaS solutions quickly into the customer’s IT landscapes.

A successful customer project was migrated recently to Dimension Data's Managed Cloud Platform™ with Vogelsänger Event GmbH, with further projects set to follow. The PROJEKTA solution is installed in a separate environment for each customer.

In addition, as of March BBL-Software will use Dimension Data's cloud backup service for automatic backup and recovery of files, folders, system status and applications in case of accidents or disasters. The Dimension Data portfolio will also enhance BBL's service offering in the private cloud segment, while BBL-Software is currently checking the SaaS offering for its customers based on initial queries in order to extend Infrastructure as a Service.



Result

Dynamic cloud infrastructure on a global platform

The Managed Cloud Platform™ from Dimension Data is a web-based platform for software providers that delivers demand-driven scalability based on user numbers and data volumes, flexibility, usage-oriented billing models and therefore optimised investment costs. This is because the cloud infrastructure implemented by Dimension Data is highly dynamic, efficient and can be adapted perfectly to customer projects and load fluctuations – free of rigid licensing agreements and maintenance contracts. If necessary, the infrastructure can even be expanded in just a few minutes. Last but not least, a professionally managed cloud environment enables a higher standard of security and accordingly significant minimisation of risks. The infrastructure services used are fully transparent (pay as you go) and can be represented on an hourly basis. Furthermore, the cloud solution allows access to the application and the data anytime and anywhere – contributing essential value added in project management and not least real cost advantages. An example of this is Vogelsänger Event GmbH, a customer of BBL-Software, which managed to reduce its enormous printing costs by 15 percent.

“We benefit from the Dimension Data cloud solution as a software provider but also our customers benefit as software users,” says Bernd Langer, CEO of BBL-Software GmbH. “The outsourcing of our IT infrastructure including all administrative tasks allows our customers and us to concentrate on our core business.” In addition to cost efficiency, the cloud at the same time allows the company to position itself for the future – with streamlined and transparent processes, support for mobile working and Bring Your Own Device and more effective knowledge management, Langer goes on to explain.

- The Managed Cloud Platform™ offers innovative full service as Software as a Service
- Provision of highly available, scalable and secure cloud solutions for end users
- Infrastructure availability of 99.99 %
- Integrated load balancing software allows load peaks to be smoothed automatically
- Comprehensive customer support
- Simple integration of application programming interfaces (APIs)
- Backup solutions

More Information:

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Overview of Services

- Access to the Managed Cloud Platform™ from Dimension Data as a runtime environment
- Installation and custom configuration of server, storage and network services
- Demand-driven offsetting of the effects of load fluctuations
- Scalable backup and disaster recovery
- Compliance with numerous certification standards
- Pay-as-you-go billing