



**SUNGARD**

## AVAILABILITY SERVICES CASE STUDY

Social business software firm Jive knows a good host keeps everyone talking

**“With SunGard I have 100% confidence that there’s no chance our core infrastructure will fail.”**

Kevin Williams  
director of support hosting  
Jive Software

### **Business problem**

Jive Software needed to find a secure and reliable hosting partner it could trust to host its Social Business Software in Europe.

### **Solution**

Managed Services.

### **Business benefits**

- SunGard’s resilience and 24 hour monitoring give Jive Software peace of mind that its infrastructure can be relied on to operate around the clock
- SunGard’s flexibility means Jive can constantly modify the hosting environment in response to customer requests
- The opportunity to transfer costs from the CAPEX to OPEX budget
- A scalable solution for a fast-growing business.

*Founded in 2001, Jive Software is today the market leader in Social Business Software.*

Jive revolutionises how work gets done in global businesses by combining the most powerful enterprise 2.0 features of collaboration software, branded customer communities and employee social networks, enabling businesses to connect to, and capitalise on, the intellectual and creative content of employee and customer conversations.

Industry leaders, including 15% of the Fortune 500, rely on Jive to solve critical challenges in marketing and sales, corporate communications and HR, customer support and product development.

As Jive's software took off globally it looked for a hosting partner it could trust. After researching the marketplace it chose Managed Services from SunGard Availability Services to host the critical infrastructure that underpins its entire operation. Kevin Williams, director of support hosting, explains why. *"Our customers expect our software to be available 24/7 so the right choice of hosting partner was vital. We carried out thorough analysis to see which is the best hosting company out there and SunGard was the only one able to meet our full reliability, security and uptime requirements."*



*"It's SunGard's attention to detail, ensuring that everything is always up and running that enables me to sleep at night 5,000 miles away!"*

Kevin Williams, director of support hosting  
Jive Software

Security is of paramount importance to Jive's customers so each is a single tenant application. SunGard hosts the critical servers on which the software runs at its highly resilient Technology Centre 2. Kevin Williams notes, *"SunGard has a great reputation for security, an impressive enterprise customer list and high brand recognition, all of which are reassuring for our customers."*

As Kevin Williams is based at Jive's HQ in Portland, Oregon in the US, SunGard's ability to offer the complete Managed Services package was an important factor. Jive relies on SunGard for racking, power, purchase and configuration of equipment, project management, network connectivity, installation and around-the-clock monitoring to ensure availability of the managed service. Kevin Williams says, *"It's SunGard's attention to detail, ensuring that everything is always up and running that enables me to sleep at night 5,000 miles away!"*

SunGard's flexible approach is another plus, as Kevin Williams explains, *"I feel SunGard really understands our business requirements. We need a dynamic hosting environment that can accommodate constant customer modifications and we really appreciate the level of flexibility SunGard shows us."*

Another appeal of SunGard's Managed Services for Jive was the opportunity to transfer costs from its CAPEX to OPEX budget. For a fast-growing business, the ability to scale services up and down, only paying for what it uses, makes financial sense.

Jive Software signed up with SunGard Availability Services (UK) in March 2009 and the company has been impressed by the calibre of SunGard people they've dealt with so far.

According to Jive, *"The quality of SunGard's people, particularly its account management, is another thing that differentiates it from all the other providers out there."*

**SUNGARD®** United Kingdom & European Head Office, Unit B Heathrow Corporate Park, Green Lane, Hounslow, Middlesex TW4 6ER 0800 143 413 infoavail@sungard.com www.sungard.co.uk  
Availability Services

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