Documents Online is dedicated to making electronic document management (EDM) affordable and available to organisations of all sizes, from SME's upwards. It offers a range of low cost, subscription-based packages, giving clients access to a secure, powerful, yet easy-to-use, full featured electronic document management system as well as a Purchase Order and Invoice Approval System, a Contracts Management System and an Expense Management System.

Documents Online is based in St Ives, Cambridgeshire and has a wide range of clients across many industry sectors from payroll specialists and intellectual property consultants to organisations like the YMCA. Vital to its success is the fact that the information on the stored documents is totally secure and can be accessed from PCs, tablets & smartphones from any location in the world 24 hours a day.

PRIVATE CLOUD

Documents Online knew its system had to be secure so customers could trust placing their important documents and information in its technology's hands. So, to meet that demand for the highest levels of security and also scalability, Documents Online chose to outsource to a secure, private cloud platform with a hosting partner who could provide the most suitable hardware and the most reliable environment to support the running of its sophisticated web-based electronic document management systems.

The key factors that Documents Online wanted covered by their hosting provider were: sophisticated monitoring services; a simple control panel; a strong Service Level Agreement; 24/7 support; KVM over IP availability; plus dedicated network firewall and security features and hardware availability.

One of the company's staff recommended RapidSwitch and after researching the market for dedicated hosting, the Documents Online management team agreed that RapidSwitch was the best solution based on its ability to meet the specific technical specifications required at the right price.

Once the order was placed the server and firewall hardware was up and running within 24 hours. Documents Online required a specific network setup utilizing VLAN's and a range of external IP addresses and RapidSwitch was more than able to meet these requirements.

Daniel Page, Technical Support and Development Manager of Documents Online, says, "The only risk was getting the system up and running within timescales so we didn't affect our go-live operations. RapidSwitch worked efficiently to meet our advised 24 hour setup. The whole implementation was very smooth and a great success."

Monitoring of the platform is very important. Documents Online uses the advanced control panel provided by RapidSwitch which not only keeps an eye on its services around the clock but it also alerts staff should any problems occur.

Graham Light, Director of Documents Online, explains, "The on-going support we get from RapidSwitch is excellent and to date we have had no technical issues whatsoever."

RapidSwitch provides dedicated hosting from a fully owned and managed network of accredited datacentres which meet the needs of all customers ranging from those who need PCI-DSS compliant solutions, to those who need to meet IL guidelines for the public sector, or to adhere to ISO standards for corporate clients.

Neil Christie, Commercial Director of RapidSwitch, says, "One of the questions every customer asks the Documents Online team is 'How secure is your cloud?' We specialise in the deployment of ready-to-run high availability private cloud environments, so by hosting with us they know they can answer truthfully 'As secure as it is possible to be.'"

To find out more about Documents Online visit

www.documentsonline.co.uk.

For further information on any of our products and services please contact sales@rapidswitch.com or visit www.rapidswitch.com or call 01753 471 040

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