

A flexible, scalable solution enabling A3 Software to offer high quality management applications as SaaS



“ Having NTT as a partner has allowed A3 Software’s technical team to concentrate on the core of our business – developing and perfecting management applications and their functionalities, leaving the responsibility of infrastructure and related services with NTT.”

Víctor Fernández, Director of the Software Development Unit, A3 Software

Background

A3 Software specialises in developing integrated solutions and management software for consultancies and law firms. The management applications developed by A3 Software are used by more than 100,000 professionals and stand out as benchmark solutions in the areas of tax, accountancy and personnel management.

A3 Software is part of the Wolters Kluwers Group, a market leader in solutions and information services. Wolters Kluwers Group has more than 30 years’ experience and offers its services in more than 35 countries worldwide.

Objectives

A3 Software wanted to offer management applications as SaaS, whilst maintaining the experience and quality customers had with traditional formats (CDs & DVDs).

To achieve this, A3 Software would need a technology provider that could provide optimal infrastructure together with the relevant experience and skills for managing the lifecycles of its applications.

Challenges

Furthermore, A3 Software required its technology provider to cover the hosting and availability needs of the corporate portal for clients, which receives an average of 7,000 visits per day and a total of 250,000 visits per year.

Using a private access code, A3 Software’s corporate website allows its users to see the latest newsletters, training courses and legal matters and to download software updates for the applications that are not offered in SaaS format. The online service therefore needs to be available 24x7x365.



“NTT Europe is more than just our infrastructure provider – it brings us the experience and capabilities that we need to manage the lifecycles of our applications, which is critical for us.”

Víctor Fernández, Director of the Software Development Unit, A3 Software



A3 Software handles confidential data, for which reason it must work with a partner that holds the necessary security and confidentiality certificates.

Solution

NTT Europe provides A3 Software with the infrastructure and services needed for its SaaS management applications using two environments. The pre-production platform is an independent cloud environment where the different applications are tested to check their performance, functionality and quality.

This is a key phase for A3 Software as it even makes it possible to identify deficiencies in the applications' functionalities, save costs and make the improvements needed to offer its clients the highest levels of service and quality. The pre-production environment is backed up by a Disaster Recovery platform hosted in NTT Europe's data centre in the UK. This platform also makes it possible to have a test environment used and managed by A3 Software.

NTT Europe provides integrated software lifecycle management, from setting scalability parameters through load tests to smoothly deploying new versions of the applications, thereby laying the foundations for the continuous improvement of management applications and resulting in significant improvements for the company's business, such as the optimisation of the end-user experience.

Updates are downloaded using NTT Europe's Smart Content Delivery (SCD) service, which makes it possible to manage the traffic overloads that often result in interruptions to the service and even to websites collapsing. It also makes it possible to offer clients speedier response times.

NTT Europe offers A3 Software a Private Cloud solution based on a private, customised virtual environment that creates a secure, high-quality and easy-to-manage platform. This environment ensures almost 100% availability of A3 Software's applications, guaranteed by highly-demanding service level agreements (SLAs) related to A3 Software's end-user experience.

“Our clients’ perception of our applications and services has improved thanks to their availability around the clock.”

Víctor Fernández, Director of the Software Development Unit, A3 Software



The proposed solution is backed up by NTT Communications’ Tier-1 Global IP Network which makes it possible to offer a precise guarantee of high availability, low latency and minimum data loss. Using performance statistics, A3 Software can measure the performance of NTT Europe’s network and assure that the SLAs are met.

NTT Europe has ISO 20000 and ISO 27001 Information Security Management certification and complies with Spanish Data Protection (LOPD) regulations.

Benefit

NTT Europe offers A3 Software a flexible, scalable solution that can be adapted to the company’s present and future needs caused by traffic increases or the addition of new application functionalities.

The perception and experience of A3 Software’s customers has been improved thanks to the high availability of the applications, which is also guaranteed by highly-demanding SLAs that are focussed on the end-user experience.

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