

Edenhouse efficiency boosted and uptime guaranteed through Pulsant Enterprise Cloud (PEC) solution

Launched in 2008, Edenhouse is a specialist consultancy providing a range of support, implementation and consulting services on SAP products. Edenhouse is a SAP 'Platinum Partner' with more than 300 customers, and offices in Birmingham, Manchester and Farnborough.

Challenge

Edenhouse sought to improve its IT network capacity and operational efficiency in order to future proof its business and support its long-term growth strategies. The organisation needed to find somewhere to host its SAP (System Applications Products) infrastructure with a network solution that would keep its applications and data safe.

Pulsant solution

Edenhouse engaged Pulsant to host, manage and maintain its cloud environment on the Pulsant Enterprise Cloud (PEC) and provide it with a managed MPLS (Multiprotocol Label Switching) network, managed security, inter-office connectivity, data centre connectivity, internet access and connectivity to its customers.

Results

Edenhouse customers are now benefiting from an improved experience due to the company's optimised data environments which ensure consistency and 24/7 uptime.

Client:
Edenhouse

Pulsant solution:
Managed IT services

Outcomes:
Business continuity



EDENHOUSE
everything SAP



Pulsant keeps Edenhouse connected to its customers

Launched in 2008, Edenhouse provides a range of support, implementation, and consulting services across a portfolio of SAP products. SAP is an enterprise resource planning (ERP) software application that integrates and enables the flow of data or information from various departments of an organisation.

Edenhouse's specialist team implements the latest SAP technologies and cloud innovations, and through its support services the business is dedicated to helping its customers to optimise their investment in this technology.

In addition to carrying out new project implementations, the company upgrades existing systems, integrates and provides ongoing support and maintenance services, all offered on premise, in the cloud or via its own hosting solutions.

Over the last decade, Edenhouse has grown from around 160 people to more than 300 highly skilled, permanent consultants serving over 300 enterprise customers, as well as a growing SME customer base. Edenhouse's support-led model is growing rapidly and generates market-leading utilisation rates.

This has resulted in a need to expand and strengthen its IT network. Edenhouse was not just looking for support for their IT team, but for a partner to become a true extension of its IT team to support the underlying infrastructure within its data centres and keep everything up to date, secure and compliant.

Pulsant provides scalability, flexibility, resilience and security

Edenhouse engaged Pulsant to be responsible for its MPLS (Multiprotocol Label Switching) network, plus all of its foundation network and various hosted systems, with its servers hosted on Pulsant Enterprise Cloud (PEC), along with all related services, such as backups, firewalls, routing and domain name hosting.

Pulsant provides infrastructure connecting the communications between its Milton Keynes and South London data centres and Edenhouse's office sites in Birmingham, Manchester and Farnborough.

Edenhouse customers can clearly see the fruits of the working relationship. Edenhouse has a large number of site-to-site VPNs connecting it to customers and Pulsant's technical staff support by creating all of these connections. Pulsant's technical staff also play an integral role in customer support and whenever Edenhouse needs to discuss connectivity on a customer call, its team arranges for an engineer from Pulsant to be on hand to explain any technical aspects.

“All of the Pulsant team are very approachable. It's easy to log tickets with them so there's no jumping through hoops. We literally just fire off an email and it goes into the system. From there on it is tracked backwards and forwards on email and an online portal. This gives us visibility into the current state and health of all of our systems.”

**James Corrigan,
IT Manager, Edenhouse**

Any tickets that need to be reviewed are on there as well as technical reports on issues such as line speeds. In addition, there is the additional value of having a service management team which collates all the data on a monthly basis, details the reports and answers any questions.

A decade long partnership that only gets stronger

Thanks to the capacity and resilience of the network systems Pulsant had put in place, Edenhouse was easily able to meet the challenges of Covid-19 with flying colours, avoiding any disruption to customers or its own staff. Its employees were able to access through the data centre and carry on working as normal.

“As a result of this partnership, Edenhouse is leagues ahead of the many companies who struggled as a result of the required switch to increased remote working. This has proved the value of the great work we’ve done with Pulsant over the past several years to get the form of network that we wanted into place,” says Corrigan.



Looking ahead, Edenhouse wants to continue the strong relationship it has with Pulsant for years to come. With the growing threat of cyberattacks on businesses, security is more important than ever to Edenhouse and Pulsant has the security certifications that align with its business such as the ISO 27001, ISO 9001 and Cyber Essentials Plus. These are imperative to Edenhouse because its customers want to know its suppliers are not the weakest link in the chain.

Corrigan’s vision for the future is to have the technical resources in place to empower the workforce to be able to work from wherever they want and always have the same experience. The goal for Edenhouse is that whatever challenges arise in future regarding infrastructure, the basic foundation of empowering the user will always remain the same. Pulsant will have a central role in bringing about this vision.

“The relationship works very, very well and I would personally recommend Pulsant, 100 per cent. We have experienced other data centres and have realised that Pulsant do it right. Our foreseeable future is one with Pulsant on board,” concludes Corrigan.

“Pulsant is a very valued partner for us. They look after our network and our hosted servers on a day-to-day basis. I can contact Pulsant whenever necessary and at least on a weekly basis for a general catchup.”

James Corrigan,
IT Manager, Edenhouse

Find out how we can help your organisation,
call **0345 119 9911** or visit **www.pulsant.com**



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