



## Answering all the questions

Confirmit is a leading, global provider of software for customer feedback, employee feedback and market research applications. It is one of the most successful Software-as-a-Service research solution vendors in the world and recently announced that in excess of 118 million interviews were completed on its platform during 2008, bringing its total to over 430 million for the last seven years. Recent growth figures have revealed a 33% increase in completed interviews on its On-Demand platform in the past year alone.

A company that is so reliant on the internet to run its business depends heavily on its hosting partner, and Confirmit is no exception.

### Sophisticated market

**Arnt Feruglio**, the Chief Operating Officer at Confirmit, states: "Software as a Service (SaaS) is a rapidly growing market that requires levels of online sophistication and server support that simply were not available a few years ago. Five years back, we were hosting with another large US based hosting provider.

After investigating other options, we decided to give a new hosting provider in Europe a try – **Rackspace® Hosting**. Rackspace provided the most comprehensive offer in terms of technical specification and support. I am pleased to confirm that we made the right decision."



Arnt Feruglio – COO Confirmit

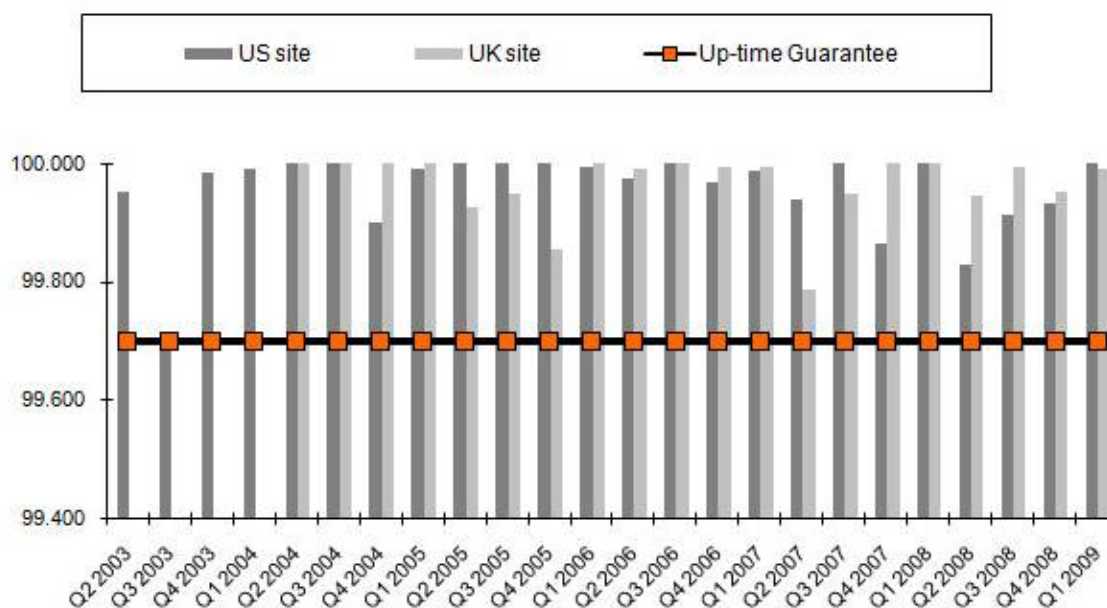
Arnt added, "Rackspace has lived up to its reputation for Fanatical Support®, showing a genuine passion and interest in our business. Our SaaS business would not have been as successful as it has been without the invaluable involvement and dedicated partnership of the sales and support teams at Rackspace. I am delighted with their approach to business and would not hesitate to recommend them to anyone looking for professional hosting services."

## Virtualisation is the way forward

Confirmit is now re-engineering its SaaS environment on the basis of Virtualisation. On-Demand Operations Manager **Geir Waade** reveals: "Virtualisation products have reached a maturity level where they are without doubt the way forward in

candidate for virtualisation and Rackspace is the perfect host for the new venture, as its whole business is centred on the combined art and science of hosting and the provision of unmatched levels of customer support."

Confirmit On-Demand Up-Time Performance (in percent)



enterprise computing: Less hardware being utilised more efficiently, and with excellent flexibility in terms of resource control and service deployment that is in many ways easier to manage than a regular environment comprised purely of traditional physical servers. Our internal analysis also indicates less cost in the long term, enabling businesses to grow and develop using only the capacity and costs associated with immediate business requirements. Confirmit is the ideal

Geir added, "We have renewed our agreement with Rackspace for a further three years and we will continue to use Rackspace's highly sophisticated managed hosting solution to further improve our guaranteed availability of the platform to our customers and increase bandwidth and flexibility of the Confirmit On-Demand environment."

## Stability and Security

Confirmit On-Demand provides instant access to the full functionality of the software platform via a secure, shared environment over the Web. Owing to the inherent stability of the platform and the network, Confirmit guarantees a respondent uptime of 99.7%, a level that has been exceeded for each of the past five years. In 2008, Confirmit delivered 99.94% uptime.

## Reliability, Scalability, Availability

**Arnt Feruglio**, added, "Our customers depend on the outstanding reliability, scalability, and availability of the Confirmit software platform. Rackspace's services and support of our On-Demand environment have been integral to our ability to deliver these capabilities, leading to excellent platform uptime and service levels that go far beyond our guarantees."

The Rackspace agreement includes comprehensive monitoring, software, hardware, and network guarantees that are designed to deliver high platform availability. It also incorporates a range of measures that ensure compliance with current industry regulations and quality standards, particularly those relating to SAS 70 type II certification, ISO standards, and Safe Harbour certification for the European Data Protection Act.

## Compliance is an issue

Arnt continued: "Compliance is becoming an increasingly critical issue for our customers, with security and regulatory issues featuring prominently in the

purchase and renewal process. We therefore place a very big emphasis on ensuring that our platform not only delivers unrivalled performance, but that it meets all the administrative and legal criteria demanded and expected by our clients throughout the world. Rackspace understands the need for this compliance and helps us meet the criteria at all levels."

## Hosting above and beyond the norm

**Fabio Torlini** is Marketing Director at Rackspace. "We are absolutely delighted that Confirmit has chosen to retain Rackspace as its long term hosting partner. We are very pleased to offer hosting services above and beyond the norm, and to meet the

additional requirements of highly technical businesses. Virtualisation is becoming a key element of modern distributive hosting and clients are continually seeking our expert advice and support for new ways of working. We are always available to provide that advice and point potential clients in the right direction."

To conduct your own professional surveys with world class On-Demand software visit **[www.confirmit.com](http://www.confirmit.com)** or call **020 7648 8560** to arrange for a FREE demonstration. For details of Rackspace hosting services and virtualization technology, please visit **[www.rackspace.co.uk](http://www.rackspace.co.uk)** or call us for helpful, **FREE** hosting advice, Tel: **0800 988 0100**.