CLOUD
starcom

Enterprise class, for every business.

The cloud

Everyone is talking about the cloud. Industry experts estimate almost two thirds of UK companies use the cloud to host some or all of their IT infrastructure and it's easy to see why.

The cloud offers some real advantages over traditional on-premise infrastructure in terms of scalability, accessibility and lower operating costs.

But making the move to the cloud can be quite daunting. Large scale digital transformation takes time and expertise, and you need absolute confidence in your cloud provider that not only will the migration go smoothly, but that everything will work as predicted.

Welcome to the Starcom Cloud

We designed and built the Starcom Cloud from the ground up to run critical, line of business applications. It's highly customisable to suit individual needs, rather than a one-size-fits-all approach that is more common with public cloud environments.

And because we built our own cloud, our engineers can help with the analysis of your requirements and to design and deploy a cloud environment, perfect for you.

The exceptional performance and resilience we offer is usually the preserve of enterprise level organisations, but with the Starcom Cloud, enterprise class is for everyone.

Coupled to which, our dedicated team of technical hosting engineers utilise the best in tech and a wealth of experience to deliver a seamless service and unparalleled support if you should come unstuck.

Run applications faster and with less downtime on the Starcom Cloud.

Why choose the Starcom Cloud?

The Starcom Cloud has been designed and built from the ground up to run critical, line of business applications. Our exceptional performance and resilience is usually the preserve of enterprise level organisations, but with the Starcom Cloud, enterprise class is for everyone.

To make this happen, we place great emphasis on the quality and resilience of our data centres. Our cloud is hosted across four Tier 3 ISO accredited UK data centres and this network of facilities allows us to offer industry leading resilience for your cloud.

We use Zadara's Multi Zone, High Availability technology to automatically replicate across two data centres, to ensure your apps and data stay up and running.

This level of dual data centre replication is built in as standard for every single customer, not as an added extra which is the common industry standard. We combine this with a host of mirroring, storage, security and connectivity technology to ensure that your data and applications are highly available in line with our stringent SLAs, making enterprise class cloud possible for all businesses.

A raft of security measures and a dedicated team of technical hosting engineers ensure our cloud is maintained to the highest possible standard and able to deliver outstanding cloud provision to each and every one of our customers.
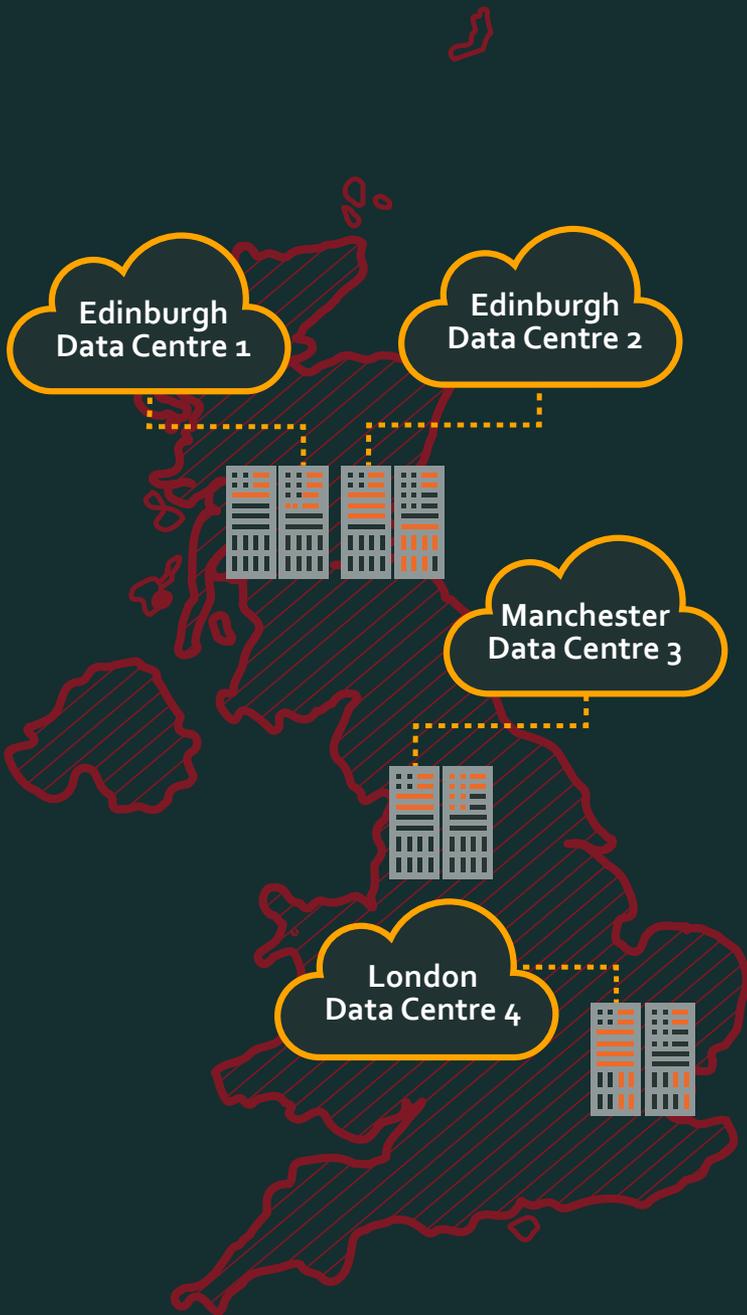
Managed Services

When you choose Starcom as your partner, you're not just choosing a technically excellent cloud provider, but a seasoned Managed Services provider too.

We've been helping companies large and small to manage their IT real estate for more than 30 years - from remote server monitoring to onsite break/fix and everything in between.

Our dedicated helpdesk and service team are on hand to provide as much or as little additional support as you require to ensure your systems and wider infrastructure continue to run like clockwork after you move to the cloud.

We work with market leading software and hardware vendors, which enables us to provide the most fitting solution for your situation, and at a level that suits your budget. We can be there to support the IT requirements of your entire workforce end-to-end, or to provide a specific skill that your team is lacking.

By using our Managed Services you can concentrate on your core business and free up staff from labour-intensive tasks. All our services are clearly costed and come with reporting and monitoring to ensure you have absolute visibility of what's happening.

Designed to take away the stress of everyday IT support and with clear financials to give you great control of budgets and forecasts, Starcom Managed Services does the heavy lifting, so you don't have to.

Our range of Managed Services includes:

AV

Backup

Break/fix

Consultancy

Database administration

Disaster recovery

Email scanning

Firewalls

Helpdesk

Server monitoring

Virtualisation

Web filtering

Hobbycraft Case Study

With more than 90 stores across the UK, Hobbycraft is a retailer on the rise thanks to growing consumer passion for arts, crafts and creativity. The chain was bought by private equity firm Bridgepoint in 2010 who had ambitious growth plans and needed IT to match.

Mike Thomas, IT Director of Hobbycraft explains: "At the time of the acquisition, Hobbycraft didn't really have a joined up solution that worked across all locations. Instead we had a number of solutions that dealt with specific tasks, some of which weren't really fit for purpose.

For Mike, the cloud was the only one way to go: "If you look back a few years, many businesses would have opted to host their ERP on-premise and to look after it on their own."

"For Hobbycraft, that wouldn't be right. We didn't have the skills in house or the facilities to host that kind of environment. Ultimately it boiled down to a choice between a significant capital investment to build the necessary infrastructure and ensure that could be adequately resourced, or look to a hosted solutions provider. It was not a difficult decision to make."

Hobbycraft were introduced to Starcom as a potential vendor for hosting services. Mike says, "we met the team, visited the data centre and that gave us the confidence we needed and over the course of the relationship so far, I haven't been let down."

In terms of the benefits of opting for cloud hosting, Mike is keen to point out that the needs of the business must be supported by the IT architecture.

hobbycraft

"With inevitable seasonal spikes around Black Friday, Cyber Monday and Christmas we really value the ability to increase our server capacity thanks to the cloud hosted model. We plan for additional servers to accommodate peaks in trading and then take them out of the infrastructure so only pay for additional services when required. This means it's quite easy to work out what month-to-month charges will be and budget accordingly".

Ensuring the ERP system is robust is hugely important. As a high street retailer, a huge number of physical transactions occur every day and to mitigate any connectivity issues, each store connects to the Starcom Cloud via a primary MPLS line, with a manual failover to a secondary line.

"We place huge reliance on our ERP and connectivity back to Starcom, but the system has been architected so we can continue to trade off-line if the network connection is lost entirely. After all, lines do go down and that can be beyond the control of anyone. Our approach has been to mitigate risk wherever possible, and that is working very well."

Mike Thomas, IT Director of Hobbycraft

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