

Benefex Continuous Evolution Project



Benefex is one of the most successful employee reward & benefit providers in the UK

Benefex provide a hosted online solution for enterprise clients on a secure and resilient IT platform. Employees access the service through RewardHub, which is Benefex's proprietary portal, to manage reward and benefits.



The Benefex IT team manages strategy, projects, staff and infrastructure implementations across three sites to provide a robust platform for their service, which has time-critical SLAs. Because of this high-level IT capability, Benefex took the strategic decision that to provide the best possible service, they should host everything: websites, data and service – onsite and under their control.

Hosting on premise demands a well-connected and secure, high-availability platform & infrastructure with robust Business Continuity and Disaster Recovery protocols. Says Simon Pates, Head of IT for Benefex, *“with the industry leading Service Level Agreements all clients sign to, the platform must deliver... and it does.”*

The Benefex IT platform is constantly evolving to remain secure, available and commercially effective. In-house expertise means that Benefex know what they want. But they still demand a highly capable IT & Technology specialist procurement partner. Benefex chose to work with Matt at THE IT Supplier who has the capability to cost-effectively purchase on a part number, add technical expertise when required, and can be depended upon to deliver to deadlines.

This partnering relationship really has delivered on its promise:

“For our latest Infrastructure Improvement Programme”, explains Simon Pates, “we needed to know what HA & DR products were out there that would be fully redundant in a ‘production’ environment. Complicating this, the replication traffic for HA is all through 10gb and DR replication via point to point cross-site, so server products expertise for continuity was a pre-requisite. As a VMWare, Virtual SAN Production & DR setup was architected, Matt’s knowledge was invaluable, peer reviewing the project for us and procuring HP Servers, VMware, Cisco & Barracuda Networking, Safenet (security) & DataKeeper (Data Replication). Matt even renegotiated licenses when a different suite of VMWare was required. The IT Supplier Technical Team were always on hand to assist throughout the project, which was entirely successful. THE IT Supplier is absolutely our trusted and preferred supplier!”

Simon Pates, Head of IT, www.benefex.co.uk

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