



Employment Management Systems: Why an Australian e-recruitment portal hired Rackspace

A SINGULAR PORTAL SEARCHING FOR EXCEPTIONAL SOLUTIONS

Australia's Employment Management Systems is the creator of Skills Connect, a Cloud-based e-recruitment portal, which brings together the business, the recruiter and the candidate into the online marketplace.

The development of the project, the only one of its kind, started about 5 years ago using freeware, Lotus Notes and .Net. The portal, which integrates their customised Google Search Appliance onto its back-end, just completed its migration into PHP.

Before signing up with Rackspace, Employment Management Systems opted to go with a local provider after deciding the cost of housing servers and maintaining them was too high, said Roy Prasad, Employment Management System's CEO.

As time went by, pricing issues caused the company to look elsewhere, Prasad said.

Also, "there were speed issues, there were security issues, and every time we had an upload there

were downtime issues," said Prasad. "And for me, in terms of deploying our solutions, those were the critical elements."

FINDING RACKSPACE

In early 2010, Employment Management Systems decided to switch hosting providers and put out an informal tender to three different companies, two local and one international.

The proposals were priced too high. Prasad turned to the Internet. His search turned up Rackspace.

"I visited the Rackspace website early one morning and within 5 seconds an online sales representative pops up, and basically we had an [online] exchange about what my wants, were what my structure was, et cetera," said Prasad.

"We conversed for about half an hour, forty-five minutes. She said let me take your details and I'll have someone from Australia call you. To my greatest surprise, within 5 minutes, I received a call from an Australia representative." Soonafter,

AT-A-GLANCE

COMPANY: Employment Management Systems

INDUSTRY: E-recruitment portal

WHAT THEY DO: Provide a cloud business application that links job candidates, recruiters and businesses.

IT GOALS: To find a credible, secure and reliable hosting partner to run a dedicated framework with Google Search Appliance (GSA).

SOLUTION: The Rackspace team architected a managed solution, co-located GSA, and launched it all within three weeks.

BENEFITS: By partnering with an IT hosting expert, Employment Management Systems optimizes its core business, increasing productivity and efficiency.

Prasad sat down for a meeting with Rackspace and talked about his wants and needs.

"We were after dedicated machines, we were after scalability. Credibility was critical; security was critical; reliability was critical. I use the word 'reliability' purely because our solution is a global solution and we wanted to go with a hosting provider that had the capacity to allow our clients to log in from India to China, Ukraine, even the Pacific."

Within a few days of his meeting, Employment Management Systems received a proposal, which included details about a dedicated framework and co-locating the Google Search Appliance as well as security layers, support features, and SLA (service level agreement) guarantees.

"Having guarantees of 100% network uptime and 1 Hour Hardware replacement was just so comforting for me as a business, wanting to deploy out to a global market, having security surrounding that and integrating the Google Search Appliance onto the backend," said Prasad.

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Rackspace Hosting Asia Pacific

Regional Office:

9/F, Cambridge House, Taikoo Place, 979 King's Road, Quarry Bay, Hong Kong
Sales +852 3752 6488 | Support +852 3752 6464 | fax +852 2805 0070 | Website Address: www.rackspace.com.hk

Rackspace Australia

Suite 14, Level 4, 3 Spring Street, Sydney, NSW 2000, Australia
Sales 1800 722 577 | Support 1800 727 145 | Website Address: www.rackspace.com.au



COLLABORATION AND EXECUTION

Employment Management Systems had made its decision. In three weeks time, the company fully migrated to Rackspace's APAC data centre and was fully functional.

"Prior to those three weeks, Rackspace got an in-depth understanding of what our business was at that time, and what our projections were for the next 12 months and the next five years," Prasad said. "The solution was designed around that."

"As I said before, scalability, security and reliability are critical and Rackspace offered suggestions that perhaps we hadn't even thought of. It was very much proactive, and we were very, very impressed."

Currently, the servers for Employment Management Systems host the applications that run the transactions between the candidate, the recruiter and the business – as well as the database that stores all the historical transactions and the information about the candidates.

"All my infrastructure is in the same secure environment and I'm happy with it and it works seamlessly and it works with great speed," said Prasad.

"As long as it secure and reliable in terms of uptime and accessibility – those are the critical points."

Employment Management System is still receiving feedback from Rackspace, and, if there's ever a question, Employment Management System just reaches out to the IT hosting provider, makes a request through a ticket-raising system and receives a response within minutes, Prasad said.

"And they will stick on that issue until it's been solved," Prasad added.

"We haven't experienced any problems," Prasad explained. "There's been items that we wanted to enhance, and items we wanted to load and introduce onto our servers with different CMSes, etc, petitioning and so forth, and Rackspace's support has been really good."

"We had to implement SSL certificates on our front end for our security. One of our technical guys was actually researching that and we just raised a ticket with Rackspace and within five minutes they said, "We can do that for you, no problem," and it was done."

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RECOMMENDATIONS

Employment Management System's e-recruitment solution holds a business process patent in Australia, New Zealand and the US.

"Once you go through a patent process you actually have something that is credible," said Prasad. "We believe that by having a having a premium solution you need to have credible and premium partners with you."

"In the hosting environment, I found that Rackspace was the premium provider in the marketplace," Prasad added.

"In terms of recommendations, I highly recommend Rackspace . . . I don't need to employ 3 or 4 the administrators to be looking after machines. I don't need to be relying on a machine that I bought from whomever and I need to go through warranty issues if something fails and needs to be rebooted."

"I have basically outsourced that headache to a professional organization that provides hosting as its core business. If something is not your core business, you outsource it to people that are specialists and subject matter experts in that field. That's how I feel about Rackspace . . . I would describe Rackspace as a technology partner that is essential to a business that is looking for growth in the cloud-sphere."

THE ALL-IMPORTANT QUESTION

Prasad was once asked why he has his entire background infrastructure sitting with Rackspace.

His answer to the crucial question: "The reality is you do your thorough research; you look at the company; you look at the company's credibility; you look at their standing; you look at their actual profile; you look at their customer service satisfaction levels; and you talk to other users."

During a Rackspace event in Australia, Prasad was able to speak with approximately 30 other Rackspace customers.

While talking with them, "it was just so refreshing and reassuring," he said.

What Prasad found? "We're in good hands."

