



## Passing the Data Center Litmus Test

Having developed the very first 100 percent Web-based time tracking solution, *Timesheet*, Austin-based Journyx knows first hand the importance of having a reliable data center backing up your company... and services. Journyx hosts software-as-a-service (SaaS) applications not only for the company's internal processes, but also for many of its customers, which often have remote workforces that need constant access to business resources. Given this business model, a data center which offers reliable, 24x7, redundant functionality for the company's employees and customers around the world is a critical part of Journyx's business.

In May of 2003, Journyx chose to move its core technology infrastructure from the incumbent data center colocation provider to Core NAP in an effort to maximize the reliability and performance of its services.

"We've dealt with several data centers in the past, and the experiences have proven to be fiascos," stated Scott Whitney, IT manager at Journyx. "This time around, we engaged in more due diligence than ever before, taking into consideration various things like logical and physical security, power levels, uptime records and temperature control measures, which is only the beginning of a long checklist. Core NAP met or exceeded all of our requirements, but the deciding factor was when we met with Core NAP's upper management and saw how involved they are in the business. They are knowledgeable about the company all the way down to the technical details, and they are genuinely engaged in our business, as we feel a data center partner should be."

Journyx provides Web-based time-tracking and project accounting solutions to thousands of customers worldwide, including Liz Claiborne, American Airlines and Sony, allowing time, project and expense data to be updated and retrieved from anywhere in the world. Because of the wide geographical coverage area of Journyx customers that scale anywhere from small businesses to companies with tens of thousands of employees, it's of utmost importance that Journyx has a trusted data center partner with the flexibility to meet its constantly evolving technology needs and proven reliability for uptime.

"We understand that all data centers must schedule downtime for critical issues. Whenever Core NAP does this, multiple notifications go out ahead of time, stating precisely what is going to happen and when, and in more than 99 percent of cases, the maintenance windows aren't even noticed," stated Whitney. Core NAP is also managing the Journyx DNS (Domain Name System). Hosting its own DNS information would not only require a great degree of knowledge and investment of time for Journyx, but hosting its own SOA across a T1 could also cause bandwidth issues. Whitney added, "Knowing that Core NAP is on the other end of the phone and that they handle all of this for us makes my life inordinately easier."

In transferring data centers, Whitney explained that "moving colocation sites is always tedious and stressful, and such a transition is never technologically simple." Journyx had two situations to remedy fast: the migration of the company's local T1 and the migration of its colocation site. According to Whitney, "Core NAP did what we knew they were capable of doing, and they made everything happen more smoothly than we could ever have hoped."

"It's also important to know your limits and have a data center partner that is knowledgeable and quickly fixes any problems should those limits be exceeded," explained Whitney, referring to a recent power overload to a cabinet. "When this happened, Core NAP was extremely knowledgeable in keying in on problems and finding solutions quickly to maintain proper operations and uptime of the systems."