

Managed Hosting is comfort and peace of mind for e-Harlequin

eHarlequin.com is the Internet division of Harlequin Enterprises Limited. Harlequin is the world's largest publisher of series romance fiction, publishing in 24 languages in more than 100 countries around the world.

Challenge

The existing relationship between eHarlequin and its ASP provider was inefficient and lacked a customer-centric focus. The www.eharlequin.com web site requires frequent updates, but updates were time consuming through the current partnership. The challenge for eHarlequin was to locate a partner with whom a strong, long-term partnership could be built. Through Momentum's partnership with Sprint Canada, which acted as prime on this initiative, Momentum was able to identify its unique integration of Internet Professional Services, IT Infrastructure and Managed Hosting Services in being awarded this opportunity. eHarlequin identified the following key objectives for this project:

The highest possible degree of web site uptime.

- The quickest response to timely updates and changes.
- The ability to handle fluctuating volumes of traffic, since new data was released at the beginning of each month.

Solution

Momentum was successfully able to leverage the existing relationship between Sprint Canada and eHarlequin in being awarded a three-way, multi-year contract for this initiative. eHarlequin understood that this joint partnership offered more than any of the other individual competitors. Its data and IP requirements, and general business needs, would be best served through this joint relationship. Sprint Canada would provide the network transportation services on its national fibre optics network, while Momentum would provide the web hosting, help desk services and state-of-the-art AIP (Application Infrastructure Provider) tools at its data centre.

Results

Momentum, Sprint Canada and eHarlequin are now enjoying a very effective business relationship, leveraging existing relationships between the organizations.

The three organizations have established a common web portal that facilitates timely communication between all three parties. The eHarlequin web site now resides on a fully redundant network architecture, with enterprise automated back-ups and monitoring, along with an impressive uptime. This success has allowed Momentum to pursue future strategies with Sprint and eHarlequin in growing the respective business units of each organization.

Company
Harlequin Enterprises Limited

Industry
Publishing

Solution
Managed Hosting

Technology Employed

Veritas Netback

BMC Patrol

Web Trends

About Momentum Advanced Solutions

Momentum Advanced Solutions is a leading IT services organization focused on delivering superior customer value by way of our proven consulting, integration and outsourcing solutions. Momentum helps organizations grow revenues, reduce costs and, overall, manage the complexity and risks associated with information technology with their Design, Build and Operate model. Headquartered in Thornhill, Ontario the Company has offices in Ottawa, Windsor and Toronto. Momentum is publicly traded on the Toronto Stock Exchange.