

Case study: Ringier Axel Springer

Business Objective

Ringier Axel Springer is the leading German/Swiss publishing company with operations in most of Central European countries.

They wanted to find a reliable partner to outsource their whole infrastructure design, governance and maintenance for their 13 portals, including 3 out of 10 biggest and the No. 1 web site in Serbia (www. blic.rs) which has more than 3.6 million visitors per day.

Requirements include flexibility in operations, fast change request execution, 24x7 monitoring and support, agile infrastructure capable of sustaining peaks in traffic, DDoS protection, well designed and implemented business procedures.

The challenge

- inadequate infrastructure could lead to loss of web site visitors and ad display and ultimately, to loss in income
- inefficient DDoS mitigation could lead to website outage, which could impact client's reputation
- improper consultation services needed to support rapid web site development could lead to non-optimal user experience and high bounce rate

The solution

- agile infrastructure capable of sustaining sudden peaks in traffic, based on well known hardware (HP, Fujitsu, NetApp, Cisco, Citrix) incorporated with experienced and knowledgeable engineers.
- optimized internal processes that allow space for creativity in solution design
- wide internal knowledge and experience is provided and implemented in all client's projects, as part of the optimal solution
- well designed monitoring reduce the time needed to respond to an incident that could lead to more significant problem



About the Client

Since 2010, Ringier Axel Springer Serbia has been part of the newly founded German/Swiss media group Ringier Axel Springer Media AG, which also operates in Poland and Slovakia.

Ringer Axel Springer d.o.o.is the leading publishing house in Serbia with a portfolio which includes numerous widely circulated print publications and the most visited internet websites.

Testimonial

"One Managed/Mainstream is our long term partner to whom we gladly left the complete care of the hosting and maintenance of our web sites including the largest web site in Serbia www.blic.rs and the rest of our 13 high traffic sites including news, classified and e-commerce portals.

Thanks to One Managed/Mainstream we can focus on our business and further development of our portals, while our infrastructure which is the foundation for our service delivery is 100% covered by the capable and experienced One Managed/Mainstream team, including 24x7 support and SLA fulfillment.

- Jovan Protic, deputy CDO for RAS group