

Southampton FC

DELIVERING A TOP OF THE TABLE
DIGITAL PLATFORM FOR SOUTHAMPTON FC



Challenge

Southampton FC needed to create an all new digital platform to reflect their success on the field. Their ambition was to raise the standard of digital fan engagement in the Premier League.

They needed an experienced, specialist hosting company. Hyve provided the club with high performance, reliable services backed up by strong service levels.

Ultimately, the site needed to be resilient to spikes in web traffic, highly secure and offer maximum service uptime.



Solution

Hyve helped the club understand their particular hosting needs. Then provided the advice and guidance to optimise the performance of their site. Hyve's approach is to remove the stress of deployment, migration and evolution from online platform deployment. This is achieved by employing the following continuous processes: Consult, Design, Deploy, Maintain.

The consult phase seeks to understand client needs. This enables the build of a perfect cost effective solution. It landed within budget and to a project planning timeline.

Project deployment focuses on key technical milestones. These range from server build, migration and content delivery to platform configuration, fine-tuning and launch. Hyve maintains and delivers 24/7/365 monitoring and support which is backed up by ongoing performance tuning. This gives every client the ability to scale Hyve's services according to their needs.

Service and support is also central to the overall approach. Each client is allocated a dedicated Hyve Technical Account Manager. This TAM has detailed knowledge of the priorities and challenges faced. Clients receive direct, personal support from their account manager contact.



Benefits

For Southampton FC, Hyve has been able to deliver a creative, reliable online presence. This is backed up by the highest levels of customer service.

“ We have a responsibility to our supporters locally and around the world to ensure that our website is a high performance, always available resource, so needed a secure, stable hosting platform able to cope with high demand. ”

Says James Kennedy, Head of Marketing

“ Hyve not only fully understand this but they have exceeded all of our expectations. They have been agile enough to meet our exact architecture requirements and deliver a hosting solution that allows us to bring the best experience to our fans. ”



Why Hyve?

- ◆ High performance, reliable, managed hosting services
- ◆ Provision of proactive, strategic advice throughout the development process
- ◆ Dedicated Technical Account Managers, delivering a 24/7 support service
- ◆ Ability to scale according to business needs
- ◆ Delivery of consistently high levels of site performance

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