
Joseph Rowntree Foundation chooses fully managed hosting to support diverse digital portfolio

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iomart customer case study

iomart provides fully managed hosting solution for Joseph Rowntree Foundation

industry

Charity and Not For Profit.

Objective

To provide the best user experience and hosting for the JRF websites

Solution

Fully managed hosting

Benefits

- Round-the-clock technical support
- Key account management
- Flexibility to deal with sudden spikes in website traffic
- Easy access to fast growing documents archive



The Joseph Rowntree Foundation is a charitable trust that inspires social change by publishing the latest research into social issues, poverty and ageing in the UK in order to influence social and economic policy in the UK. It was founded in 1904 by Joseph Rowntree (1836–1925), the Quaker, successful businessman and philanthropist, who with his brother developed the world famous Rowntree confectionary company. Joseph wanted to use his money to tackle the root causes of social problems, rather than treating its symptoms. Today the Joseph Rowntree Foundation spends around £10.5 million a year on its research and development.



Sweet support

All of the research carried out for the Joseph Rowntree Foundation is published and then archived through its main website www.jrf.org.uk. iomart Hosting provides a fully managed hosting service which supports the Foundation's main website plus the linked websites for the Joseph Rowntree Housing Trust, the Joseph Rowntree Charitable Trust and the Joseph Rowntree Reform Trust.

"In order to fulfil our business objectives we use our websites as our primary dissemination and communication channels," explains Dan Clarkson, Web Officer for Joseph Rowntree Foundation. "It's vital that our websites offer the best user experience and therefore the hosting of them, which is often seen as the forgotten part of a website package, is of critical importance to us."

JRF has used iomart hosting for over four years to support an increasingly diverse digital portfolio. Round-the-clock customer support and key account management are vital to the relationship.

Dan says, "I can't speak highly enough of iomart Hosting. It offers a stand-out service, bending over backwards to make sure we get the service we need. It doesn't matter what the technical question is, whether it's one about hosting which its technical staff are supposed to know about, or specific computer programming issues which they're not, iomart Hosting always come up with the right answer and solution."

Spikes in traffic

The Joseph Rowntree Foundation publishes around 100 reports a year online, most of which are between 20 and 30,000 words long. Every July it releases its most influential report 'A Minimum Income Standard for the UK' which needs to be accessed quickly and securely by thousands of journalists, academics, MPs and other opinion-formers.

"This publication is so important that it has its own dedicated website," explains Dan. "So many people want to read it and download it and it's when our servers are subject to the biggest demand. iomart Hosting ensures that the website can deal with the battering it takes at times like this when there are huge fluctuations in interest."

Growing archive

Once reports are published they are then archived on the website creating a huge library of news and resources. Plus there's an increasing amount of video content related to reports that the Foundation has published on subjects like the riots in England in the summer of 2011.

Sarah Haran, managing director of iomart Hosting, says: "The Joseph Rowntree Foundation is respected as a leader in its field of research and needs to make sure that the information it publishes is available at all times. With the Foundation regularly publishing thought provoking and authoritative detailed reports it is essential that they can be downloaded speedily and easily, so the way its websites are hosted is just as important as the information they contain. By providing the right support, combined with our 100% uptime guarantee, iomart Hosting helps the Joseph Rowntree Foundation showcase its hugely important findings to the people who most need it for policy or legislative purposes."

iomart Hosting is proud to be helping the Joseph Rowntree Foundation deliver its thought-provoking research to the wider world.

"iomart Hosting really does go above and beyond the support offered by other hosting companies," Dan Clarkson concludes.

To find out more about the Joseph Rowntree Foundation please visit www.jrf.org.uk

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