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A dynamic and growing global communications infrastructure and media services company opts for a cloud based CMS solution to manage costs and exceed expectations in today's "always available always on" world.

dotCMS



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Arqiva Gets Flexible with dotCMS Enterprise Cloud

Meeting the “Always Available, Always On” Expectation

Arqiva, the \$7 billion global communications infrastructure and media services company located in the U.K., is using dotCMS for their public facing websites, Intranet and client log-in pages. In part, they chose dotCMS Cloud on Amazon Web Services (AWS) to reduce the support and maintenance cost for their internal team instead of managing and maintaining a content management system on premise. Security and high availability were top requirements in their solution design because Arqiva provides communications infrastructure and services directly to their clients. The imperative and expectation for their Web and Intranet properties is unwavering: always available, always on.

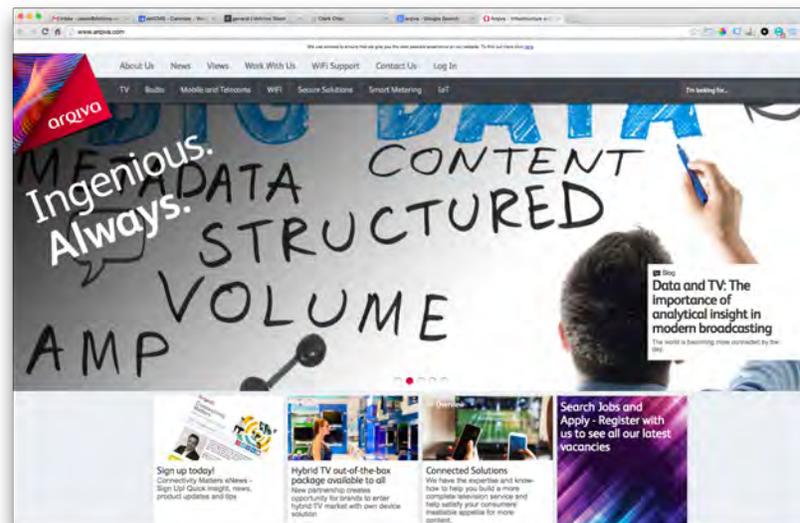
Requirements:

High Performance, High Availability

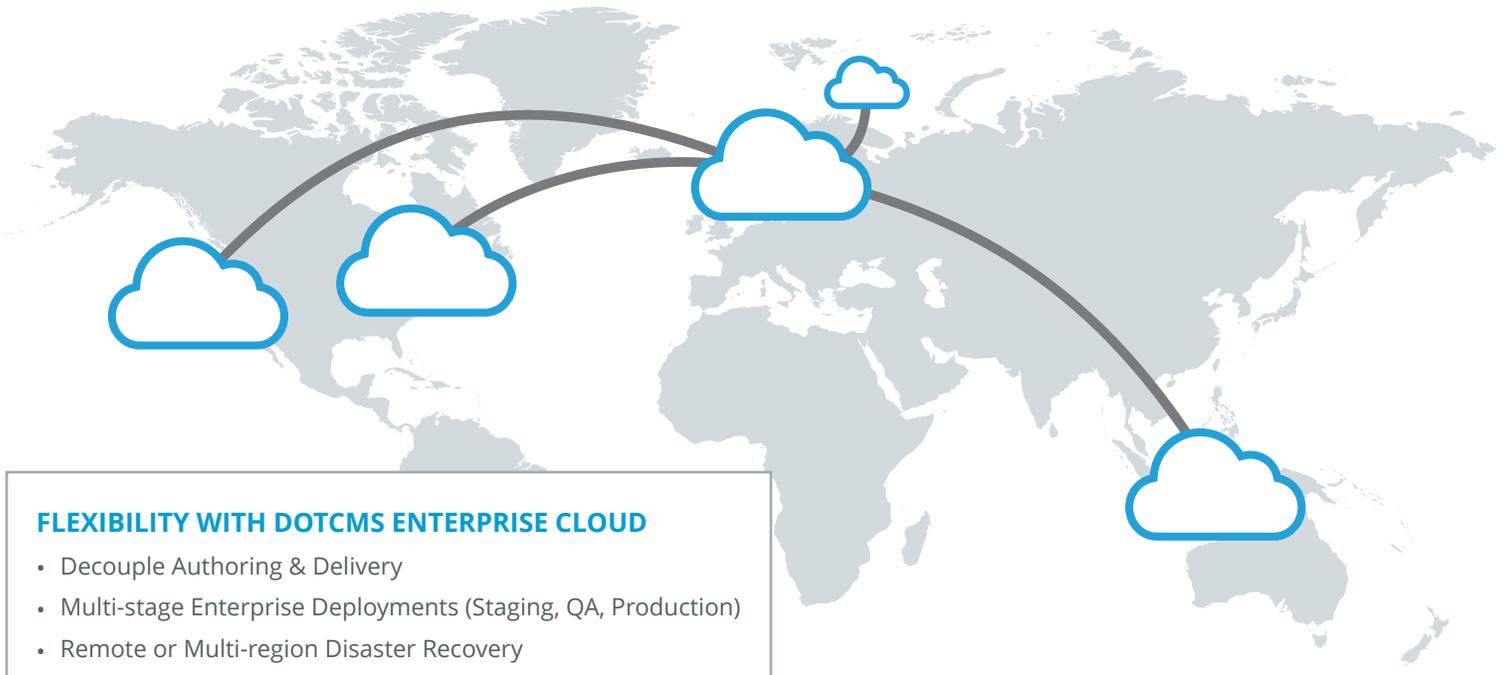
Since providing connectivity is part of Arqiva's business, it's not surprising that they would choose dotCMS Cloud for deploying public Wi-Fi login screens and landing pages to client businesses. This places dotCMS technology at the mission critical center of their customer engagement. An outage associated with dotCMS would have a serious and direct impact on

Arqiva's customers. Thus, with high availability, reliability and disaster recovery at the forefront of concern, dotCMS engineers designed a multi-node authoring and publishing environment for Arqiva that is key to delivering an exceptionally high performing solution, almost eliminating downtime and recovery altogether in the case of a disaster or outage.

Using dotCMS's built-in capabilities with Amazon Web Services, and Amazon's advanced tooling for provisioning and monitoring, the team engineered a fully automated data sync, failover and recovery system. The dotCMS system automatically detects an outage or server failure and automatically fails over to a disaster recovery instance in another AWS geographical region, seamlessly redirecting traffic and avoiding an outage all together. Part of the automated system keeps data in sync across the production and disaster recovery clusters to within four hours, and part of the system provides continuous monitoring without impacting performance on the front end.



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FLEXIBILITY WITH DOTCMS ENTERPRISE CLOUD

- Decouple Authoring & Delivery
- Multi-stage Enterprise Deployments (Staging, QA, Production)
- Remote or Multi-region Disaster Recovery
- Geographic Load Balancing
- Multi-Server, Shared Nothing Scalability

A Real World and Tested Solution

Notably, the innovative system has been tested in the real world when a recent unintended, unplanned DNS change interrupted services on the production cluster. If undetected, customer Wi-Fi access, landing pages and the high-traffic, public-facing Arqiva websites would have been sporting some less than brilliant http error codes. Not to worry, the incident was immediately and automatically detected, and within moments, traffic was directed to the disaster recovery cluster in waiting. The performance of the automated failover system was outstanding and it eliminated downtime for Arqiva

customers and end users. Once engineers identified the root cause and resolved the issues, traffic resumed on the production cluster. Because dotCMS is specifically designed and optimized for running on the cloud, often referred to as an elastic CMS, the system is able to take full advantage of the flexibility and reliability gained when running on Amazon Web Services.

Empowered by Flexibility

While the business of providing communications infrastructure and services is complex all unto itself, Arqiva faces the challenge admirably. The thought of

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adding layers of middleware to the already complex technology stack does not make integrations easier or faster and in practicality should be avoided. The team at Arqiva incorporated dotCMS in part because of the flexibility it provides to developers with respect to integration, because dotCMS architecture is designed to stay out of the way when it's used in complex IT infrastructures. Its plugin architecture is easy and familiar, saving valuable time and effort over proprietary development environments.

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Accessible and flexible APIs allow developers to easily extend dotCMS content and presentation to third party systems. In the midst of a highly complex environment, proprietary security and access layers, custom content, user feedback, audience targeting and other customizations that have been developed and deployed, dotCMS has become the hub for content management and an endpoint for third party data consumers and providers.

Exceeding Expectations

Arqiva has clearly taken advantage of dotCMS's architectural flexibility on the cloud and by developing sophisticated integrations and plugins, establishing dotCMS as the preferred means for delivering content online. As a solution, dotCMS Enterprise Cloud has provided Arqiva the flexibility to build what they need, the way they need it. Today, Arqiva is moving faster and farther in content management, communications infrastructure and media services around the globe. You might say they're “always available, always on” and dotCMS technology is a key to meeting and exceeding that expectation.

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If you want help evaluating dotCMS, you can save time and gain valuable insight from industry experts by requesting a free consultation. We'll set up a personalized meeting to cover questions, concepts and challenges you're facing with your CMS related project. Take advantage of our decades of experience in content management and in developing content driven applications. Our engineers and content management experts are eager to help you get your project off to a great start (whether or not you choose dotCMS). Drop us a line, we would welcome hearing from you.

For more information, additional customer stories, to request pricing or schedule a personalized demo, [contact us today](#).

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