

Large OEM Partners with Akibia to Deliver Multivendor Services to Finance Firm

CASE STUDY

Enabling Your IT Infrastructure

A premier data center system provider leveraged Akibia to expand its support offering to a large, global financial services organization. The customer wanted a single point of contact for support of all of its server and storage systems, including machines from Sun, HP and other vendors. By partnering with Akibia for multivendor systems maintenance, the company was able to deliver a lower-cost, higher value solution to the customer, while also improving their own margins.

Partnering to Provide the Perfect Solution for the Client - Single Point of Contact for Multivendor Support

The customer - a global finance company - has offices and data centers in many locations across the globe. Like nearly all organizations today they run a heterogeneous IT environment with systems from Sun, HP and other vendors. They wanted to reduce the cost of maintenance on these systems and also move to a single point of contact for support. They turned to Akibia's partner, one of the world's largest data center solution providers, to deliver a custom solution to support all of their systems. This was an opportunity for Akibia's partner to take greater ownership of the customer's environment, extend their relationship with the client and increase revenue.

The Solution

Akibia and its partner worked closely with each other to deliver a flexible and unique solution that met the client's specific requirements and introduced additional opportunities to reduce costs through greater customization. Originally the client requested 24x7x2 hour service level agreements (SLA) across all systems, because that was the solution they had with the original server vendors. However, when Akibia and the partner looked at the systems that would be under contract, additional opportunities for savings were identified. For example, while many of the systems were mission-critical production systems and did require 24x7x2 hour support, others were in the test environment in data centers, and could be appropriately supported with next business day SLAs. The level of customization Akibia offers, which is on a per system basis, enables partners to pass on greater savings to clients. The customer appreciated the out-of-the box service and the partner's ability to react to their specific needs.

INDUSTRY

Financial Services

CHALLENGE

Akibia's partner needed a solution to deliver third party Sun and HP support to its clients.

SOLUTION

Customized SLAs, technical support, training, parts and logistics services from Akibia

BUSINESS BENEFITS

The solution allows Akibia's partner to extend its role in the client's data center and has improved overall service levels while reducing costs for the client.

The solution that was ultimately delivered to the customer includes support for more than 7,000 systems at over a dozen locations, including offices and data centers. Akibia provides technical support, parts and logistics, and trains the partners field engineers to support the systems directly. This approach ensures a single point of contact for the client. It also allows Akibia's partner to improve field engineer utilization rates. Akibia's parts stocking strategy includes leveraging Akibia's wide network of geographically dispersed strategic stocking locations, as well as on-site spare parts that ensure the 2 hour SLAs are met.

The partnership is transparent to the end customer, as they experience no difference in service delivery, accounting, or contract management even as Akibia provides the back end support services. As a result, the partner is now more tightly integrated in the client's data center and as a strong partner of the client, well positioned for further growth.

The Result

The result is a satisfied customer that appreciates Akibia's partner's ability to deliver a customized solution that meets their specific requirements. Additionally the client has reduced its overall support costs by more than 20 percent.

The benefits Akibia's partner has realized are also significant. The flexible solution Akibia presented ensures higher margins and better utilization rates for the partner's engineers as they are supporting multivendor systems. In addition the partner now has greater access and stronger relationships within the client's IT organization, while its competitors' roles have been significantly limited.

About Akibia

Akibia provides innovative IT solutions that enable leading companies worldwide to optimize, secure, manage and support their mission-critical infrastructure. As an independent advisor, Akibia partners with our customers to deliver solutions that improve the availability, reliability and performance of their data center, network and security infrastructure. Combining expert consulting, integration and support services with world-class customer service, Akibia helps IT organizations reduce costs, increase efficiencies and manage risk in the data center. Founded in 1988, Akibia is an independent IT services company with offices throughout the United States and Europe.