

Akibia Supports Life Critical Systems for Healthcare Company

CASE STUDY

Enabling Your IT Infrastructure

When a global organization that provides digital imaging and management solutions to more than 50% of the hospitals in the United States needed a support provider their requirements were not merely mission-critical support, but life-critical support. The company needed a systems maintenance provider that would meet or exceed its SLAs without fail and provide comprehensive reporting and asset tracking, two areas where its previous provider, Sun, was falling down. Akibia provided a customized solution that fit the organization's unique needs.

Global Digital Imaging Solution Provider Requires Mission Critical Support of Servers and Storage Devices

This Global 500 corporation provides digital imaging solutions to many of the largest hospitals in the world and as a result has specific standards and requirements for support levels. The vital information and images captured by the company's systems must be stored, tracked and archived. The company leverages storage devices and servers from Sun, HP Compaq and Dell to do so.

However, the company was struggling with the rigid and inflexible nature of its Sun support contract. Because Sun did not track asset management and distribution for the company they were never exactly certain which systems were supported. There was little reporting, and few opportunities for the company to measure performance and SLA compliance.

The company was looking for a services organization that could support multiple OEMs, provide greater contract customization, flexibility and provide broad support across hundreds of US cities. Responsiveness and professionalism was also a concern as the services organization would be supporting the systems directly at the hospitals, and thus representing the digital imaging company to its customers.

INDUSTRY

Healthcare

CHALLENGE

The company wanted to improve service levels and reporting on critical systems at more than 200 locations.

SOLUTION

Customized support solution featuring multiple service levels from 7x24x4 hour response to Service Partner.

BUSINESS BENEFITS

Akibia achieves 99% of all SLAs resulting in dramatically improved response. With Akibia the company also had access to improved asset management and reporting, and a much more responsive service partner.

Solution

Akibia met with the company and together the two organizations created a support solution that would best meet their needs; customizing down to the per system level. The solution includes 24x7x4 hour support as well as Akibia's Service Partner solution, which provides technical support, and parts delivery, but allows the customer to leverage their own qualified engineers to fix the systems on site.

Akibia meets its SLAs more than 99% of the time, which ensures impeccable service levels for these mission-critical systems, and translates to happy customers for the organization.

In supporting more than 1200 systems at over 200 locations, asset tracking and reporting are imperative to strong management of the program. Akibia meets with its customer on a quarterly basis to review the service offerings and SLA metrics, and asset and system reports are delivered monthly, providing the customer with better insight into its inventory.

Result

The impact of Akibia's solution on the customer has been dramatic. Akibia meets its SLAs more than 99% of the time, which ensures impeccable service levels for these mission-critical systems, and translates to happy customers for the organization. In fact, a number of the organization's customers have inquired with Akibia about supporting their own servers and storage systems.

The reporting and asset management has allowed the customer to better manage its inventory while also giving the company better insight into Akibia's performance and generating a strong relationship between the two companies.

About Akibia

Akibia, a Zensar company, provides innovative Infrastructure Management 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. Using its multi-shore capabilities, Akibia combines expert consulting, integration and support services with world-class customer service to help IT organizations reduce costs, increase efficiencies and manage risk in the data center. For more information visit www.akibia.com.

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