

# Global Financial Services Firm Improves Service Levels and Reduces Costs

## CASE STUDY

### DATA CENTER SOLUTIONS

A global financial services firm based in the Mid-West of the United States felt that its current data center support provider, Sun Microsystems, was missing service level agreements, demanding rigid contracts, and acting arrogantly. To improve service, reduce costs and build a better partner relationship with its service partner, the company left Sun for support and teamed with Akibia to maintain their hundreds of Sun systems.

## Challenge

The four data centers at this large financial organization support more than 30,000 employees at 9,500 office locations across the globe. As a 24x7 business with workers in nearly every time zone, performing important financial transactions on behalf of their customers, system uptime and delivering peak performance are main goals of the data center support team. However, the company's previous support provider, Sun, routinely missed Service Level Agreements (SLAs), and failed to work effectively with the organization to rectify the issues. In addition, the company felt the services Sun did provide were overpriced, inflexible and unable to meet the company's existing needs. As a result, the company looked for alternative support providers who could deliver higher-quality support, at lower costs. Akibia first took on support of the company's Sun systems, and then was also awarded support of hundreds of HP systems.

## Solution

Akibia provides mission-critical support for the company's data centers which are located in London, Toronto and two U.S. cities. In total, Akibia supports approximately 350 Sun systems and more than 600 HP systems. The customized contract provides multiple service level agreements, depending on the function of the system being upgraded. For example, mission critical systems have 2 hour SLAs. This allows the company to save money on its overall support costs, by tailoring SLAs per system.

In addition, Akibia's custom reporting and asset management gives the client greater control over the contract, and better insight into system performance, enabling them to make better business decisions. Previously the company was forced to upgrade end-of-life systems because the OEM would not support them. With Akibia, the company can maximize the performance of

### INDUSTRY

Financial Services

### CHALLENGE

Improve service levels as compared to those provided by the OEM and reduce costs in data center support.

### SOLUTION

Data center systems maintenance

### BUSINESS BENEFITS

Improved service levels, greater flexibility, a tighter partnership with the service provider and lower overall costs.

existing systems, as Akibia provides support for these older but still well performing systems. This results in additional cost savings for the customer as they can delay capital outlay on new systems.

## Result

The partnership with Akibia has improved the system uptime and performance the data center team delivers to its end clients - the company's brokers. In addition, because of the improved reporting, contract administration, and invoicing procedures, the data center team now has more time to spend on mission-critical activities, rather than the day-to-day management of their support vendor.

With better reporting and asset management, the company is also much smarter in managing the systems it requires - this has led to cost savings related to acquiring new hardware and replacing older systems.

Cost savings were also achieved as the company's contract became more streamlined. With Akibia, the company does not pay for support levels it does not need.

As a true partner in the data center, Akibia has also helped the company with system consolidation and data center optimization.

## 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](http://www.akibia.com).